



CITY OF RICHLAND

CLASSIFICATION TITLE: LEAD METER READER	AFFILIATION: Affiliated (IUOE)
REPORTS TO: ELECTRICAL SYSTEMS SUPERVISOR OR DESIGNEE	FLSA STATUS: Non-Exempt

GENERAL SUMMARY:

Under the direction of the Electrical Systems Supervisor or designee, assists in assigning, scheduling and leading the Meter Readers in daily activities; reads, records and reports commercial and residential electric and water meters to determine consumption and inspects meters for leaks, broken glass, seal malfunctions, defects, tampering and unauthorized connections. Subject to after hours and weekend work as needed.

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location.

- Assists in assigning, scheduling and leading the Meter Readers in daily activities.
- Reads, records and reports commercial and residential electric and water meters to determine consumption.
- Trains Meter Readers in the duties and responsibilities of Lead Meter Reader to cover during absences and for succession planning.
- Inputs meter readings, meter conditions and special instructions accurately into a hand-held portable processor.
- Inspects meters for leaks, broken glass, seal malfunctions, defects, tampering and unauthorized connections.
- Performs re-reads of meter readings as required, including ons and offs for Customer Service.
- Locates newly installed meters and records meter location according to established procedures.
- Sets up new accounts and sequence numbers to establish routes for newly developed areas; enters new meter information, meter number, serial number and reading.
- Responds to customer questions and complaints, records special requests and maintains good public relations.
- Performs all functions of the Meter Reader.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Identify specific and realistic knowledge, skills and abilities necessary to competently perform this job.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- City codes, regulations, policies and procedures.
- The City's utility billing system.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures and techniques.
- Electric and water meters.
- Basic math skills.
- Richland geography, street locations and names.
- Applicable health and safety policy, procedures and practices.
- Microsoft Office Software programs.
- Occupational and safety precautions of the position, and the ability to observe adequate safety precautions against such hazards.

MVRS handheld software.

Skills and Abilities to:

- Learn, read, interpret, and apply and explain rules, regulations, policies and procedures.
- Follow oral and written instructions.
- Follow health and safety regulations.
- Observe legal and defensive driving practices.
- Transfer routes for billing and generate reports.
- Work around various animals including (horses, dogs, cows, etc.).
- Use a hand held computer device.
- Maintain an efficient schedule within a team environment.
- Assign, schedule and lead the Meter Readers in daily activities while maintaining harmonious working relationships.
- Respond to customer's inquiries in a professional manner.
- Walk, stoop and bend for extended periods of time outdoors in all weather conditions.
- Establish meter reading routes for newly developed areas and set up account numbers and sequences for the utility billing system.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.

- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or equivalent.
- Five (5) years of experience meter reading using a handheld meter reading system.
- Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid Washington State driver's license upon hire date.

WORKING CONDITIONS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:

- Typically performed in the field, which requires travel daily from site to site.
- Involves work outdoors on a year round basis and is subject to extreme weather conditions.
- Work requires inspection of meters, which may be dirty and strewn with debris.
- The noise level in the work environment is usually quiet to moderate, depending on whether in the office and/or in the field.
- May be exposed to snakes, rodents, animals and bugs.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

Physical Demands:

- Operate a motorized vehicle, which may include inclement weather conditions.
- Operate standard equipment for assigned tasks.
- Ability to stand, stoop and walk for long periods of time, bend, reach with arms and hands, kneel and stretch, and occasionally crawl in tight spaces, as well as the ability to climb ladders and stairs.
- Ability to lift, push, carry and pull materials and objects weighing up to 50 lbs. on occasion using proper lifting techniques.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching.

- Good vision to read print, hand held portable processors and a computer screen.
- Ability to hear and speak to communicate in person, before groups, and over the telephone.

SELECTION GUIDELINES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.