



Meter Reader 1

Category: Classified
Pay Grade: C15
Job Code: 17000

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs meter reader field and related clerical work that requires reading water meters and recording consumption using electronic meter reading devices for jurisdictions serviced by the County utility system; accurately reads and records customers' water consumption; starts and terminates water service accounts; operates and reads electronic devices requiring some data entry of codes, conditions, and comments; assists in the collection of delinquent accounts and identifying property owners; follows designated routes, receives specific work instructions, and refers unusual questions to a superior for decision; maintains occasional public contact in such matters as replying to requests, receiving complaints, and making simple investigations and communication on assignments.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Operates hand held electronic meter reading devices and inputs meter locations and reads instructions to update customer's file;
- Reads water meters on an assigned route and records readings on electronic meter reading devices;
- Verifies meter readings before installation or termination of service and turns meter on or off as requested;
- Examines meter installations for leaks and improper registration of consumption, reports faulty or stuck meters, and inspects visible plumbing for water leakage;
- Documents safety hazards such as broken lids, raised or lowered boxes, damaged, scratched, fogged, or broken lenses, and removed meter heads;
- Maintains follow up on delinquent customers' accounts and collects and accounts for delinquent accounts;
- Investigates complaints regarding water and sewer bills, inspects for leaks or other possible causes and removes and resets meters, investigates theft of services, and makes field repair of meters when required;
- Prepares diagrams showing locations of meters in relation to building served;
- Meets daily production standards;
- Identifies maintenance or equipment problems on customer accounts and performs minor field repairs on meters not requiring major overhaul or technical servicing;
- Makes field investigations by contacting property owners, contractors, and others responsible for paying utility service charges and explains regulations;
- Provides onsite customer education on water system and billing practices;
- Researches records to establish property ownership;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

One (1) year of experience in public contact related work or outdoor field work; or one (1) year of post high school technical or college level courses; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Sufficient physical strength and agility to permit walking all day under varying weather conditions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the geography and street location of the County.
- Ability to apply computer applications and software;
- Ability to maintain effective public relations;
- Ability to make simple arithmetical calculations rapidly and accurately;
- Ability to understand and carry out oral and written instructions;
- Ability to deal tactfully and courteously with the public;
- Ability to learn routine data entry functions;
- Ability to read maps;
- Ability to use or repair small and medium equipment and machinery.

PHYSICAL/MENTAL DEMANDS

This work requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Pulling:** Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- **Pushing:** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Visual ability:** sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- **Hearing ability:** sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- **Speaking ability:** sufficient to communicate effectively with other individuals in person and over a telephone.

- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.