



Meter Reader 3

Category: Classified
Pay Grade: C22
Job Code: 17014

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 supervisory, administrative, and fieldwork supervising meter reader personnel responsible for sewer/water meter services, hand held electronic meter reading devices, meter installations, and inspections throughout the County utility system; oversees operation plans to ensure meter-reading services and customers' accounts reflect accurate reading and recording of water consumption; communicates with co-workers and customers and plans, as well as schedules routes, establishes new accounts, troubleshoots in the field, and enforces regulations concerning water management; supervises numerous field personnel; resolves customer complaints; manages important services within the department; performs training, assigning, scheduling, and evaluating employee performance to ensure proper coverage of route systems and proper completion of work plans; performs frequent checks on fieldwork schedules and contacts with citizens.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supervises, trains, assigns, and evaluates the work of meter readers and accounts representatives;
- Reads water and sewer meters using an electronic meter reading device for assigned wholesale accounts and records readings;
- Utilizes current technology and billing software to change or bill customer's accounts;
- Examines meter installations for leaks and improper registration of consumption, reports faulty meters, and inspects visible plumbing for water leakage;
- Investigates and resolves complex or difficult customer issues related to requests for water service and billing inquiries;
- Answers consumer inquiries concerning water consumption and enforces regulations restricting usage;
- Oversees and assigns new codes and changes on accounts to ensure proper identification and billing;
- Assists field service personnel in the location and verifying of service addresses;
- Supervises the reading of special sewer meters for wholesale billing;
- Prepares the section budget;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of experience in meter reading tasks with responsibility for utility related customer service contacts that includes one (1) year of lead worker, supervision, or supervisory training; or one (1) year of college, trades, or vocational training plus one (1) year of experience as described above; 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.
- Sufficient physical strength and agility to permit walking or driving all day under varying weather conditions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of water meter devices and equipment;
- Knowledge of geography and street locations of the County;
- Knowledge of water and sewer billing rates, policies, and procedures.
- Ability to manage, supervise, and train subordinate staff to work independently in the field to implement water meter reading and related services to the public;
- Ability to supervise and motivate personnel to administer plans that implement County water measurement and related field services to citizens and commercial entities;
- Ability to direct others in maintenance and operation of water meter equipment;
- Ability to make simple arithmetical calculations rapidly and accurately;
- Ability to deal tactfully with employees and the public;
- Ability to use a personal computer to perform administrative and utility department related tasks.
- Ability to read maps.

PHYSICAL/MENTAL DEMANDS

This work requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force 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.