

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Meter Processing Representative

Entire Company

Meter Reading Processing Dept.

A. Duties:

Under general supervision, perform all types of meter reading processing work.

Perform duties such as:

1. Prepare and enter transactions to originate the billing of an account or to make corrections to the account.
2. Process files to and from hand-helds, and verify that meter data has been transferred to Host via Meter Reading electronic systems.
3. Assign routes and make up schedules for Meter Readers.
4. Make appointments with Customers to obtain meter readings, and create or cancel orders when appropriate.
5. Schedule, assign and dispatch (print) related meter reading orders as needed.
6. Perform data entry of change name and re-read orders, and make appropriate billing adjustments when necessary. Review customer billing history as needed.
7. Assign unrouted and new meters to a meter reading route in CIS. Enter district reroutes into CIS, and create new routes as needed.
8. Provide phone support for Meter Readers.
9. Work related reports according to prescribed procedures, using existing or new systems.
10. Process readings that interface to the Industrial Billing System, and verify that readings transferred.
11. Update special conditions and meter reading instructions or directions when appropriate.
12. Originate letters to notify customers of SONR (Shut-Off No Read) conditions, or to reply to customer's correspondence.
13. Operate a call direction telephone system.
14. Maintain department files and records, both electronic and hard copy.

15. Perform miscellaneous clerical functions such as typing and filing, opening and distributing mail.
16. Receive and relay messages.
17. Perform duties in accordance with the Company's procedures, practices, and safety rules.
18. Report irregularities and abnormal conditions.
19. Direct the work of one or two employees assigned to assist.
20. Assist in the training of other employees.
21. Perform similar or less skilled work in this classification or, when the diversity of the work load requires, perform similar or less skilled work in equal or lower classifications.

B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. High school education or the equivalent.
2. Shall successfully complete applicable CSR training as described in the qualifications in the classification of Customer Service Representative.
3. Have ability to operate a computer, adding machine, calculator and reproduction and facsimile equipment.
4. Have the ability to acquire a thorough working knowledge of rates, billing codes, utility service classifications and collection policies.
5. Have the ability to deal with both external and internal customers in an intelligent, tactful and courteous manner.

ADDENDUM

It is understood that by the Company and Bargaining Unit that this position carries a negotiated rate of Labor Grade 12 with five (5) steps as described in Schedule A on page 118. If the rate of Customer Service Representative is re-negotiated, this rate will be adjusted accordingly.

Article 22, Section 9 E will apply with regards to payment of meal money on overtime.

Approved by the Company and Union
February 19, 2008

Job # 2228