

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Senior Meter Processing Representative

Entire Company

Meter Reading Processing Dept:

A. Duties:

Under general supervision, perform and assist in the coordination of all types of Meter Reading Processing work. As directed, the duties of this classification may include specialized training at Company authorized training facilities.

Perform duties such as:

1. Assist in the coordination of work in the Meter Reading Processing Department.
2. Assist in the coordination of the on-the-job training of employees in the Meter Reading Processing Department.
3. As directed, participate in the training of employees required for implementing new programs and the updating of existing programs relative to the Meter Processing Representative classification.
4. Perform the duties regularly assigned to the Meter Processing Representative.
5. Receive and relay messages.
6. Maintain neat and orderly records and files, both electronic and hard copy.
7. Perform duties in accordance with the Company's procedures, practices, and safety rules.
8. Report irregularities and abnormal conditions.
9. Direct the work of one or two employees assigned to assist.
10. Assist in the training of other employees.
11. 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. Must be a qualified Customer Service Representative, having completed at least one year in the Customer Service Representative Advancement program. In addition, must have worked in the Meter Reading Processing department for at least six (6) months, and not have been outside of the department for more than eighteen (18) months.
2. OR must have worked as a final step Meter Processing Representative for a period of two (2) years, and not have been outside of the department for more than eighteen (18) months.
3. Be able to perform, instruct, direct and advise others in the performance of all types of Meter Reading Processing work.

ADDENDUM

It is understood by the Company and the Bargaining Unit that this position shall not encompass supervisory duties, but shall be an integral part of the Meter Reading Processing Department.

In addition to being kept on a separate overtime list for purposes of working overtime in her own classification, the Senior Meter Processing Representative will be placed on the overtime list in conjunction with Meter Processing Representatives based on the number of hours of overtime worked.

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 # 2432