

OKEECHOBEE UTILITY AUTHORITY
Job Description

JOB TITLE: Meter Reader Technician

PURPOSE

The purpose of this classification is to provide customer service for the utility billing operations, to include reading water meters, recording water consumption for use in billing customers, installing and maintaining meters.

SUMMARY

This is an entry level position involving routine field work in accurately reading and recording water consumption of utility customers using a handheld electronic meter reading device and for inspecting services for operation, maintenance and location.

SUPERVISION:

Work is performed under the direct supervision of the Meter Reader Supervisor who reviews work for conformance with established standards and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required or assigned.

Performs customer service functions; meets with customers in the field to answer questions, provide assistance and relay information related to water meters, water consumption, water leaks, billing issues, procedures, or other issues; responds to routine questions, complaints, or requests for service; investigates abnormal readings and initiates problem resolution.

Learns and navigates assigned routes. Locates water meters on established routes and within designated timeframes to conduct meter readings, re-readings, service work, or other activities; drives OUA utility truck to conduct meter-reading activities.

Reads water meters manually or via automated reading technologies; enters water consumption data from meter in handheld computerized meter reading device; reads and records meter registers; records data and confirms accuracy of readings.

Tests meters to ensure proper operations and accurate readings; inspects/observes condition of meter; reports faulty equipment or any necessary repair/maintenance work.

Disconnects water service for termination of service, non-payment of bills, or other reasons; connects/reconnects water service for new accounts, collects payment of delinquent bills, or other reasons.

Uses the computer interface and software to upload route, download and verify data collected in the field.

Performs manual work functions associated with meter reading and maintenance activities, which may include locating buried meters, removing old meters, installing new meters, testing meters, testing water line pressure, replacing parts, trimming/pruning shrubs/trees around meter boxes, removing/replacing meter box lids, cleaning meter parts/components, cleaning out meter boxes, removing pests/rodents from meter area, digging/removing dirt/debris from meter boxes, digging ditches/trenches, shoveling materials, or lifting/moving heavy materials.

Responds to complaints of high bills, low water pressure, water leaks, or other situations, investigates complaints; inspects meters and connections to identify location of problems; re-reads meters to correct erroneous bills; reports leaks or other problems involving water utility services.

Operate a variety of machinery, equipment and tools associated with customer service, field and meter reading activities, which may include a utility truck, general office equipment, radio communications equipment, handheld computerized meter reading device, shovel, yard tools, hand tools, plumbing tools, or mechanic tools.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes database or other programs as necessary. Functional use of computer to manage OUA e-mail, customer correspondence, spreadsheet data entry and analysis.

Performs general/preventive maintenance tasks necessary to keep vehicles, equipment and tools in operable condition, which may include inspecting equipment, refueling vehicles, checking fluid levels, replacing fluids, greasing equipment, washing/cleaning equipment, and cleaning work area; monitors equipment operations to maintain efficiency and safety; reports faulty equipment.

Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees, the public and other individuals.

Prepares or completes various spreadsheets, forms, reports, correspondence, routes, work orders, vehicle maintenance reports, time sheets, overtime logs, or other documents.

Receives various forms, reports, correspondence, work orders, water usage reports, re-read request reports, change-out reports, edit reports, utility maps, blueprints, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Communicates via telephone and/or two-way radio and e-mail; provides information and assistance; records/relays messages; responds to requests for service or assistance.

Communicates with immediate supervisor, other OUA employees, other OUA departments, customers, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Reports meters inaccessible for reading due to locked gates, vegetation, dogs, structures, etc;

Looks for and reports meters and services that have been possibly altered, damaged or tampered with and reports possible cases of utility service theft to supervisor for further action.

Recommends route changes and/or modification to supervisor.

Operates an Okeechobee Utility Authority vehicle; Keep assigned vehicle clean and performs general preventative maintenance functions.

Provides assistance to other employees or departments as needed.

Adheres to all OUA policies and procedures;

Assists other departments with meter inventory and tagging and distribution or marketing pamphlets and customer notifications.

Performs other related duties as required.

ESSENTIAL MINIMUM QUALIFICATIONS:

Possess a High School diploma or GED;

Must possess and maintain an appropriate valid State of Florida Driver's License.

Experience involving outside manual labor work which may include customer service, field, and meter reading experience.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

Ability to accurately read utility meters and enter those reads in industry standard handheld device;

Knowledge of the geography and street locations within OUA's service area;

Ability to carry out instructions furnished in written or oral, or diagrammatic form, and write clearly and legibly.

Ability to perform clerical duties, including making simple calculations rapidly and accurately.

Requires the ability to exchange information for the purpose of clarifying details within policies, procedures and/or standards.

Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

Ability to deal with and maintain effective working relationships with the public, fellow employees, and other department personnel in a tactful manner;

General knowledge of First Aid including artificial respiration;

Ability to walk for long periods of time and to work outside under varying working conditions, during inclement weather, and in confined spaces for short periods of time.

Ability to safely operate different models of automobiles and pick-up type trucks;

Knowledge of occupational hazards of water trade and necessary safety precautions;

May require announced or unannounced overtime work and the ability to respond to call-out during non-working hours or emergencies.

Will be required to work in adverse weather to assist in the restoration of service to customers during emergencies;

Maintain a neat appearance.

PHYSICAL REQUIREMENTS:

Lifting/moving and carrying heavy materials; balancing; walking; crouching; standing; kneeling; bending; stooping; climbing stairs; driving; detecting odors. No restrictions to reaching above shoulders; use of fingers; use of both eyes; pulling; pushing; and/or twisting; exert moderate, though not constant physical effort; and ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues and signals.

ENVIRONMENTAL CONDITIONS:

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, slippery and uneven surfaces; temperature and noise extremes, machinery, traffic hazards, bright/dim light, toxic agents, underbrush or animals/wildlife, working closely with others, and working alone.