

City of Mission Job Description

Job Title: **Meter Reader**



Classification: **Non-Exempt**

Department: Meter Reader

Division:

Supervisor: Meter Reader Supervisor

Effective: 08/04/2004

I. JOB SUMMARY

Reads water meters and records volume used by residential and commercial consumers. Walks or drives motor vehicle over established route and takes readings of meter dials. Inspects meters and connections for defects, damage, and unauthorized connections. Installs and removes meters. Repairs minor leaks around meter. Installs and removes concrete or plastic meter box. Remove grass and firm soil from around meter box and replace soil when completed. Reports irregularities on forms for necessary action by servicing department. Verifies readings to locate abnormal consumption and records reasons for fluctuations. Turns service off for nonpayment of charges in vacant premises or on for new occupants. Returns route book to business office for billing purposes. Individual will perform other duties assigned by supervisor/department head as needed.

II. EDUCATIONAL REQUIREMENTS

- High school diploma or G.E.D is required.
- Must have oral and written communication skills in English to at least the 9th grade level (to include correct spelling).
- Must have the ability to be trained on the job.
- Must have a minimum of 20/25 vision with at least 60 degree field of vision.

III. EMPLOYMENT REQUIREMENTS

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screenings administered by the City of Mission doctor at the City's expense.
- Applicant must have a current valid class "C" driver's license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL AND ABILITY REQUIREMENTS

- Ability to perform repetitive work on a continuous basis.
- Ability to read 350 to 400 meters daily.
- Ability to perform meter swaps, and service orders as directed by supervisor.
- Ability to follow a firm work schedule as directed by supervisor.
- Ability to deal with public relation issues and various types of citizen inquiries tactfully, courteously, and in a business manner.
- Ability to record numbers correctly on a hand held meter reader machine.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to produce work to precise tolerances and/or standards
- Ability to follow both written and verbal instructions at a minimum of the 8th grade level.
- Ability to take clear pictures or readings when system indicates.

Job Title: **Meter Reader**



con't – page 2

- Ability to fix new accounts as needed.
- Ability to develop and maintain a good working relationship with the general public, supervisor and co-workers.
- Ability to diagnose meter problems and/or irregular functions.
- Ability to kneel down approximately 500 times per day with walking approximately 75 feet between each kneeling action.
- Ability to ambulate over curbs and other uneven terrain.
- Ability to perform work that is routine and detailed.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to speak and write clearly and accurately (to include correct spelling).
- Ability to have good judgment in dealing with resident pets which may be a nuisance/threat.
- Ability to be able to speak clearly enough to be understood over a 2 way radio communication system.
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy.
- Ability to handle special projects of diverse nature as assigned.
- Ability to read and interpret documents such as safety rules and city policy procedures.

V. ESSENTIAL JOB FUNCTIONS

- Accurately record meter readings on water meters.
- Walk/drive motor vehicle over designated route for meter reading without regard to weather conditions.
- Conduct weekly vehicle fluid levels checklist
- Communicate to consumers appropriate city policy and procedure relating to the services being metered.
- Verify readings to locate abnormal consumption and record reasons for fluctuations.
- Provide turn off service for disconnect or non-payment (delinquent) of charges and turn on services for new connections.
- Report, on the date detected, all meter product delivery irregularities detected using appropriate forms for necessary action by servicing department.
- Submit route book to business office for billing purposes no later than 3:00 p.m. each day of business.
- Report all security and/or safety problems involving the city services to supervisor on the date detected.
- Handle and safeguard consumer information in a confidential manner.
- Install and/or remove water meters at defined location (s) as directed.
- Install and/or remove water meter boxes at defined location (s) as directed.
- Repair minor leaks around water meter as and when detected.
- Install and/or remove meter lids.
- Follow the schedule for maintenance that includes opening new service or disconnections of service.

Job Title: **Meter Reader**

con't – page 3

- Perform meter tests; Leave door tags to residents.
- Must use shovel for digging firm dirt and grass from around a water meter box to be removed, shaping hole in which a meter box is to be installed, and filling dirt in around meter box which was set.

VI. NON-ESSENTIAL JOB FUNCTIONS

- None

VII. EQUIPMENT/MATERIALS

Safety equipment/materials to include but not limited to the following:

- City vehicle, Hand held meter reader, Water meters, Smart phone, Tablet
- Hard hat, Shovel, Hand tools
- Two way radio, Meter box, Pager
- Clip board, Cell phone, Safety vest
- Steel toe boots, Pens, pencils, Work orders
- Policy & procedure handbook, Note book

VIII. WORK ENVIRONMENT

Exposure to the following environmental conditions are required for this job.

	None	Amount of time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions				X
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

IX. MANUAL DEXTERITY

Gross and fine finger dexterity are required to perform essential job functions. Fine finger-dexterity is required to hand write notes and to input data.

Job Title: **Meter Reader**

con't – page 4

X. PHYSICAL DEMAND ANALYSIS**MATERIAL HANDLING ACTIVITIES**

Task	Weights	Frequency	Performance
LIFTING	Up to 5 lbs		
	6-10 lbs	F	Lifting plastic meter boxes
	11-20 lbs		
	21-25 lbs		
	26-50 lbs	O	Lifting concrete or steel meter boxes
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		
CARRYING	Up to 5 lbs	C	Carry hand held meter to read meters
	6-10 lbs		
	11-20 lbs		
	21-25 lbs		
	26-50 lbs		
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		
PUSH/PULL	Up to 5 lbs	F	Pull meter box lid
	6-10 lbs		
	11-20 lbs		
	21-25 lbs		
	26-50 lbs		
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		

N-Never O-Occasional 1-33% F-Frequent 34-66% C-Constant 67-100%

Job Title: **Meter Reader**

con't – page 5

NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	N	
STOOPING (bending at waist)	C	When reading meters
KNEELING (one or both knees)	C	When reading meters
CROUCHING (bending at hips/knees)	F	When reading meters
CRAWLING	N	
REACHING	F	When reading meters
TWISTING/TURN (rotation)	F	When reading meters
HANDLING (manipulated objects)	F	Grasping hand held
STANDING	F	When reading meters
WALKING	C	When reading meters
SITTING	F	On the job driving
FINGERING (finger dexterity)	C	When using the hand held meter
GRASPING (whole hand activities)	F	Repair service lines, changing boxes

N-Never O-Occasional 1-33% F-Frequent 34-66% C-Constant 67-100%

I, _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Applicant Signature

Date