

METER READER

DEFINITION

Under supervision, to do field work in connection with billing for electric service; reads between approximately 600-1,400 electric meters daily over a pre-determined route; ensures the accuracy of readings entered into a hand-held data entry terminal; interacts with customers to gain access to their premises and answers questions as required; assists billing and customer service staff with routine clerical tasks as time permits; and performs related work as required.

EXAMPLES OF DUTIES

1. Drives a city-owned vehicle to, from, and to various locations along the assigned route.
2. Walks along the assigned route of varying length (typically eight to ten miles per day, with occasional routes of up to thirteen miles), reads electric meters at premises, and enters readings into hand-held meter reading equipment.
3. Enters meter readings, access information, trouble codes, and other data into hand-held meter reading equipment.
4. Interacts with customers to coordinate meter readings for meters with restricted access.
5. Performs field work which involves special read requests and manually writing the readings onto paper or entering readings into hand-held meter reading equipment.
6. Investigates accounts in the field where the customer has moved and left no forwarding address, high bill complaints, and other customer complaints.
7. Reports any anomalies such as damage or unauthorized connections at the meter to staff. Reports hazardous circumstances such as dangerous meter locations, vicious or dangerous animals, exposed electrical wiring, etc. so that the condition can be remedied.
8. Explains electrical service procedures to customers to the best of his or her ability; refers questions to proper office to obtain answers when questions require information beyond scope of the meter reader's knowledge. Maintains at all times a high level of politeness and professionalism in dealing with customers.
9. Performs meter and billing office work.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: At least one year of experience in clerical or related work involving skill with numbers, and meeting the public.

Special Requirements:

Willingness to stand for long periods of time and to walk outdoors for long distances in inclement weather. Job often requires stooping, bending, kneeling, and stretching, and the frequent lifting of heavy objects (up to several hundred times per day). Frequent daily contact with dogs.

Knowledge

Knowledge of general office practices.

Ability

Ability to enter figures quickly and accurately into hand-held meter reading equipment; learn departmental procedures and programs; effectively perform assigned field work; read and record numbers accurately; operate hand-held meter reading equipment; communicate with others and to assimilate and understand information; make sound decisions; learn and memorize meter reading codes; work independently and without direct supervision for long periods of time; remain calm under stress; perform arithmetic calculations involving additions, subtraction, multiplication and division of decimals and fractions; establish and maintain effective working relationships with customers and co-workers.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.