

Job Posting
Meter Reader

Note: Previous Applicants Need Not Re-Apply)

Department: Customer Service	Pay Grade: 8
Reports to: Customer Service Manager	Hiring Pay Range: \$24,116 - \$30,145
FLSA: Non-Exempt (hourly)	Deadline to Apply: Open Until Filled

General Statement of Duties

Performs responsible field clerical and customer service work reading water meters, connecting and disconnecting service, and working with customers on problem-solving. Employees in this class are responsible for reading water meters on an assigned route. Public contact is required in answering citizens' questions about meter readings, high usage or bills, leaks, etc. Employees are also subject to on-call and call-back work. Employees are subject to hazards of vicious animals and work must be performed in various kinds of weather. Work exposes the employee to inside and outside environments, extreme temperatures, and hazards found in meter reading duties. Work is performed under regular supervision and is evaluated on the basis of complaint activity, effectiveness of the meter maintenance program, and accuracy of readings taken and records made.

Knowledge, Skills, and Abilities

Working knowledge of: street layout and meter locations on assigned routes; the functional operation of meters; and utility service policies. Skill in customer contact and collaborative conflict resolution. Ability to use automated hand held meter reading devices and to deal courteously and effectively with the public. Ability to work independently within a routine schedule and to walk to cover an assigned route; to record meter readings accurately and input data correctly and with required speed; and the ability to understand and follow oral and written instructions and perform mathematical calculations accurately.

Physical Requirements

Must be able to physically perform the basic life operational functions of balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions. Must be able to perform medium work exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift objects. Must possess the visual acuity to work with data and figures and operate a motor vehicle and hand held meter reading device.

Desirable Education and Experience

High School diploma or GED and the ability to work with figures and data and work outside; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina driver's license. Ability to obtain a Class C Water Meter Technician certification.