

## City of Gardner Position Description

### METER READER/TECHNICIAN

<i>Position Title:</i>	<i>Meter Reader/Technician</i>
<i>Department:</i>	<i>Finance</i>
<i>Reports To:</i>	<i>Customer Service Manager</i>
<i>Salary Range:</i>	<i>2</i>
<i>FLSA Status:</i>	<i>Non-Exempt (eligible for overtime pay)</i>
<i>Last Update:</i>	<i>January 30, 2015</i>

#### **Job Summary:**

Under the supervision of the Customer Service Manager, the Meter Reader/Technician performs semi-skilled manual and semi-technical work involving the installation, maintenance, and reading of water and electric meters used by residential and commercial customers requiring physical labor and the use of hand tools and small powered equipment.

#### **Job Scope:**

The Meter Reader / Technician is responsible for installing, maintaining, testing, repairing, disconnecting, and reading utility meters, and assisting with customer requests and complaints. Depending on the nature of the assignment, this employee may work as part of a group or work independently after being given assigned geographic areas to monitor. Employee is responsible for money collected on bulk water sales.

#### **Essential Duties and Responsibilities:**

- Establishes or disconnects water and electric service to customers by turning services on or off.
- Installs new water and electric meters for customers moving in and out.
- Reads water and electric meters and enters readings into handheld device.
- Compares current usage with previous usage and reports any unusual variation to the consumer.
- Replaces or performs field repair of existing meters and related equipment.
- Hears complaints of customers and answers or refers to proper authority.
- Removes meters for non-payment.
- Repairs meters when necessary and tests meters.
- Inspects services for unauthorized connections, defects, and damage, such as broken seals and reports conditions requiring attention to proper authority.
- Raises or lowers water meter lids and water valves.
- Thaws frozen meters in the winter when necessary.
- Collects drop box payments.
- Assists as necessary with other utility billing functions and backs up the Customer Service Representative.
- Responds to calls in emergencies.
- Performs other related duties as deemed necessary or as required.

#### **Education, Certification and Experience Requirements:**

High school diploma or GED. Requires the possession of a valid driver's license and a good driving record.

#### **Skills, Knowledge and Abilities:**

General knowledge of mathematics and meter equipment maintenance. Ability to make simple mathematical calculations with speed and accuracy. Ability to understand and carry out oral and written

**City of Gardner Position Description - Meter Reader/Technician**  
**Page 2 of 2**

instructions. Ability to communicate tactfully and courteously with other employees and the general public. Limited problem solving and decision making skills. Ability to manage time efficiently. Ability to establish and maintain cooperative working relationships with supervisors, other employees, and the general public.

**Tools and Equipment Used:**

Pick-up truck or other vehicle, handheld meter reading device, water wand, water pump, miscellaneous hand tools, telephone, and personal computer.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee must have good vision to read meters accurately, the ability to walk long distances over uneven terrain in adverse weather conditions to complete meter routes, and the ability to lift meter lids. Must be capable of occasionally lifting or moving objects weighing from twenty (20) to fifty (50) pounds. Requires flexibility of body, manual dexterity and hand/eye coordination adequate to use equipment as assigned.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, this position functions primarily on a job site. Adverse weather conditions including prolonged exposure to temperature and precipitation extremes are a factor. Deadlines must be met regardless of weather conditions.

**Selection Guidelines:**

Formal application, rating of education and experience; and successful completion of oral interview; reference check; physical and drug screen; and background checks are required. Job related tests including assessments may be required.

---

*The City of Gardner is an equal opportunity employer. Any applicant/employee with a disability as defined in the Americans with Disabilities Act may request an accommodation to perform the functions of this position. Requests should be directed to the immediate supervisor.*

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.