Meter Reader

Supervisor: Meter Reader Supervisor/Director of Operations
Department: Meter Readers

Purpose of Position

A Meter Reader works under the direction of the Meter Reader Supervisor and the Director of Operations and is responsible for regularly reading and recording gas and water readings at residential and commercial properties, ensuring accurate billing by inspecting meters for damage, unauthorized connections, and reporting any irregularities to the appropriate department while maintaining detailed records and adhering to safety protocols.

Responsibilities:

Meter Reading:

- Accurately read and record gas and water meter readings using handheld devices or route books, following established routes and schedules
- Other duties as assigned

Meter Inspection:

- Visually inspect meters for signs of damage, tampering, leaks, or malfunctioning, reporting any issues to the appropriate personnel
- Other duties as assigned

Route Management:

- Follow assigned routes efficiently, navigating through various terrains and weather conditions to reach all designated meters
- Other duties as assigned

Problem Reporting:

- Identify and report any potential hazards related to meters, including damaged or exposed lines, compromised seals, or unusual consumption patterns to the appropriate supervisor

Customer Service:

- Communicate with property owners or occupants to gain access to meters, address basic inquiries, and explain billing procedures when necessary

Preferred Skills and Abilities:

- **Basic Math Skills:** Ability to accurately read and interpret meter readings
- **Attention to Detail:** Meticulous attention to detail to ensure accurate recording of data
- **Physical Fitness:** Ability to walk long distances, climb stairs, and bend to access meters in various locations
- **Customer Service Skills:** Excellent communication skills to interact with customers and address concerns
- **Technical Skills:** Familiarity with handheld meter reading devices and data entry systems
- **Valid Driver's License:** Possession of a valid driver's license with a clean driving record to operate company vehicles

Physical Demands and Working Conditions

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.

Physical requirements include occasional lifting/carrying of 50+ pounds; visual acuity, speech and hearing; hand and eye coordination. Subject to sitting, standing, reaching, climbing, walking, twisting, bending and kneeling to perform essential functions. Working conditions are primarily outdoors.