

MAJOR FUNCTION

This is supervisory fieldwork assisting in coordinating the reading of electric, gas, and water meters. An employee in this class is responsible for supervising the activities of meter readers in assuring the prompt and accurate reading of electric, gas, and water meters. This position requires the monitoring, reviewing, and verifying that work performed is in accordance with specific work instructions. Work includes frequent public contacts, and employee sometimes serves as a public relations representative, which the employee must meet with patience. Work is performed under general supervision of the Supervisor-Meter Readers; and the work is reviewed through reports, conferences, observations, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Schedules and supervises the work of meter reader crews, and assists the employees with problems that arise. Is responsible for the direct supervision of employees involved in the reading and recording of data consumption for the electric, gas, and water meters. Maintains daily work assignments and routes on computer terminal. Makes random checks to ensure meters are read correctly. Re-checks meters after the meter reader when consumption appears to be above or below normal. Inspects meters for tampering or damage and reports problems to revenue protection unit. Interviews applicants; makes recommendations for hire, evaluates, and recommends discipline for employees under incumbent's supervision. Trains and instructs employees. Performs related work as required.

Other Important Duties

Performs meter reading work when required. Inspects vehicles assigned to work unit. Schedules developmental/training opportunities for assigned employees. Keeps assigned staff apprised of general and specific informational items disseminated by the organization. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of meter reading practices and the City's meter reading system. Considerable knowledge of City streets and service areas. Knowledge of the principles of effective supervision. Ability to assign and review the work of subordinates and provide proper instruction in a manner conducive to improved performance and high morale. Ability to prepare reports and maintain records as determined appropriate. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to operate related technical and computer equipment. Ability to walk long distances daily. Skill in the operation of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and three years of experience that includes reading utility meters, or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

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