



Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: Previous experience as a utility worker and/or meter reader.

Minimum Education Requirements: High School Diploma or G.E.D.

Direct Supervisor: Utility Account Specialist Supervisor

Primary Work Location: Office Setting and surrounding jurisdiction.

Certification: Valid State of Missouri driver's license.

Job Summary: Supervise the responsibilities of meter readers and accurately read and record the consumption of water and electric meters in support of the utility functions for the City.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Maintain equipment for meter reading.
- Analyze and investigate meter issues from software as well as in the field and coordinates resolutions with the Utility Account Specialists.
- Coordinate team for daily tasks.
- Collect readings and record the consumption of water and electric meters.
- Keep maintenance supplies on hand and order when necessary.
- Train new meter readers
- Provide account numbers for new utility account set-up.
- Distribute door hangers for delinquent accounts.
- Install, connect, and/or disconnect water and electric meters.
- Complete daily routine work orders including the placing of water meters as assigned by Supervisor.
- Perform minor meter repairs, changing out meters, and maintain water meter boxes to a serviceable specification.
- Acts as a lead for various projects.
- Provides on-site supervision to the Meter Readers.
- Occasional operation of various types of machinery.
- Effectively perform as a member of the Utility Department in carrying out the City's Mission Statement.
- Perform other tasks and duties assigned by Supervisor.
- Locate Meters
- Understand the billing process

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Methods, equipment, tools, and materials for meter reading and minor meter repairs.



- Occupational hazards and safe working practices.
- Use of machinery.
- Principles of customer service and meeting quality standards.
- Must demonstrate the ability to navigate, troubleshoot and complete daily tasks using a tablet or computer interface.

Skills

- Good oral and written communication.
- Skill in establishing and maintaining effective working relationships with other staff and members of the public.
- Operating a variety of automotive, motorized, and hand-held equipment.
- Ability to walk long distances for extended periods of time
- Bend, squat or kneel
- Ability to trouble shoot and resolve basic, tablet, software and network issues.

Abilities

- Lifting no more than 80 pounds; lifting items above head; stooping, bending and climbing.
- May be exposed to extreme weather conditions, dust, and/or pollen.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.
- Work in small or tight areas.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date