

**City of Sallisaw
Job Description**

Job Title: Senior Meter Reader

Exempt (Y/N): No
Date: October 2004

Department: Customer Service
Reports To: Customer Service Supervisor

SUMMARY

The incumbent is responsible for reading electric and water meters, turning utilities on and off as required and completing requests for service. Performs various other tasks as needed related to customer accounts and customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

1. Performs duties as the lead meter reader and assigns duties to the other meter readers as needed. Schedules read times with input from customer service supervisor and utility billing personnel.
2. Reads electric and water meters in a timely and accurate manner.
3. Connects and disconnects meters as required.
4. Be able to operate computer equipment as needed and trained.
5. Read, interpret and completes requests for service in a timely and accurate manner.
6. Assists the utility billing clerk in setting up new accounts for efficiency in reading.
7. Communicates with other city personnel regarding utility accounts.
8. Ensures the working relationship between the meter readers, customer service and utility billing clerks flow smoothly.
9. Performs miscellaneous tasks to support the Water and Telecommunications Departments; i.e., door tags, collection of set top units, etc.
10. Notifies supervisor of problems identified in the field.
11. Communicate with customers in the field regarding any customer service or meter read issues.
12. Train new meter readers.
13. Attendance is required
14. Performs other tasks and projects as required/assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED). Six (6) months or more related experience and/or training preferred. General computer knowledge required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must be able to write routine reports and correspondence. Must have the ability to communicate clearly and concisely, orally and in writing. Must have the ability to effectively respond to questions from employees, customers and the general public. Must be able to maintain a cooperative working relationship with other departments and personnel of the city.

INTERNAL AND EXTERNAL COMMUNICATION

Contacts with immediate associates and other employees of the City, as well as occasional routine contacts with persons outside the organization. Must be able to maintain a cooperative working relationship with other employees/departments of the city and deal with the public in a courteous, professional manner.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed routine written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Oklahoma state driver's license, with driving record suitable to the City's insurance carrier. Must hold Class D water license or be able to obtain within 180 days.

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 be able to talk, hear, stand, walk, use hands and fingers. Must be able to reach, stoop, kneel, crouch and crawl. Must be able to walk

several miles per day on a routine basis in any weather. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this position include; close, distance and peripheral vision and the ability to adjust focus.

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 position the incumbent is exposed to all types of outdoor weather conditions and is at risk of electrical shock. The noise level in the work environment is usually moderate.

** A pre-employment drug test is required. Successful applicant must reside within a 20-minute response time to the city limits of the City of Sallisaw, Oklahoma.

Approved:  _____
City Manager

Date: 04/21/17

Date Modified: 07/15/2014; 10/28/2014; 4/21/2017