



## Meter Reader Job Description

**Job Classification:** Non-Exempt, Full-Time

**Work Schedule:** Monday through Friday, 7:00 a.m. to 4:00 p.m.

**Reporting Relationship:** Meter Superintendent

**Department:** Meter

**Positions Supervised:** None

**Salary Range:** \$15.00 - \$21.63

### **Primary Accountabilities:**

The Meter Reader is responsible for reading water and electric meters and recording consumption of electricity and water.

### **Essential Functions:**

- Reads electric and water consumption meters and enters data in route books or hand-held computers.
- Digs out water meters to observe readings, as needed.
- Drives a West Memphis Utilities ("WMU") vehicle to complete routes, as needed.
- Walks or drives vehicles along established routes to take readings of meter dials.
- Uploads into office computers all information collected on hand-held computers during meter rounds or returns route books or hand-hand computers to business offices so that data can be compiled.
- Verifies readings in cases where consumption appears to be abnormal and records possible reasons for fluctuations.
- Inspects meters for unauthorized connections, defects, and damage such as broken seals.
- Reports to service departments any problems such as meter irregularities, damaged equipment, or impediments to meter access, including dogs.
- Answers customers' questions about services and charges or direct them to customer service centers.
- Updates client address and meter location information.
- Leaves messages to arrange different times to read meters in cases in which meters are not accessible.
- Connects and disconnects utility services at specific locations.
- Performs additional duties, as assigned.

### **Required Qualifications:**

- High School Graduate or General Education Degree (GED), required.
- Ability to operate various types of equipment including a hand-held meter reader and computer.
- Must have a valid Class D Arkansas Driver's License.
- Basic knowledge of mathematical principals, including decimals and percentages.
- Ability to provide excellent customer service
- Ability to accept responsibility and account for his/her actions.
- Ability to perform work accurately and thoroughly.
- Ability to work independently with minimal supervision.
- Ability to be truthful and be seen as credible in the workplace.
- Possesses the trait of being organized or following a systematic method of performing a task.
- Ability to be held accountable or answerable for one's conduct.
- Ability to take care of the customers' needs while following company procedures.



## Meter Reader *Job Description*

- Ability to exhibit a cheerful demeanor toward others.
- Ability to identify and correct conditions that affect employee safety.
- Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- Ability to utilize the available time to organize and complete work within given deadlines.
- Demonstrate poise, tact, and diplomacy with the ability to handle sensitive and confidential information and situations.

### **Physical Demands:**

- Ability to stand, walk, reach, twist, turn, kneel, bend, squat or stoop for prolonged periods of time.
- Requires grasping, repetitive hand movement and coordination.
- Specific vision requirements include close vision, distance vision, depth perceptions, and the ability to adjust focus.
- Acute hearing is required when working around traffic equipment.
- Ability to lift up to fifty (50) pounds, to team lift over fifty (50) pounds and push/pull up to one hundred (100) pounds.

### **Work Environment:**

- Work is performed primarily outside in all types of weather conditions.
- Noise level is usually moderately quiet to loud in some cases.
- Interaction with staff and customers.
- Although most work is performed within scheduled hours, some irregular hours on evenings, weekends, and holidays may be necessary.

### **Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date