



JOB DESCRIPTION

<u>POSITION:</u>	METER READER CLASS III
<u>HEADQUARTERS:</u>	Carlsborg
<u>STATUS:</u>	Temporary, Part-time, Non-exempt Represented Position (Not to Exceed 180 Days)
<u>WORK WEEK:</u>	Monday - Friday, 7:30 a.m. - 4:00 p.m.
<u>SUPERVISOR:</u>	Operations Superintendent
<u>RATE OF PAY:</u>	\$25.08 per hour (effective 5/1/2021 through 4/30/2022) Plus the value of benefits provided to regular, full-time employees PERS eligible - no other benefits

PURPOSE: Perform electric and water meter reading in an efficient, safe and economical manner. Provide accurate and timely meter reading data to Billing Department for processing of customer billings and consistently provide excellent customer service to both internal and external customers to facilitate accomplishment of the District's mission and goals.

ESSENTIAL JOB FUNCTIONS:

- Read electric and water meters by reading routes.
- Meet and work with the public effectively and courteously.
- Answer customer questions and refer customer questions and/or complaints to the appropriate person or department.
- Report damaged electric and water meters to the appropriate person or department.
- Report meters found that are not in computer system or discrepancies in status of accounts.
- Report unusual consumption, unauthorized usage or cut seals to the appropriate person or department.
- Perform work with a high level of accuracy and professionalism.
- Responsible for use, care and security of tools, vehicles, equipment and materials utilized.

ADDITIONAL JOB FUNCTIONS:

- Work with Customer Service Representatives and Billing Department to resolve account problems.
- Train other personnel in job-related operations.
- Assist in assigning new account numbers and reroute or resequence when needed.
- Report observed damage to any District facilities to supervisor.
- Responsible for fueling and checking assigned vehicle and reporting needed maintenance to the Auto Shop.
- Clear and clean around electric and water meters as needed to ensure accurate readings and report access problems to Customer Services Supervisor when necessary.
- Other duties as assigned.

JOB STANDARDS:

Knowledge, Skills and Abilities:

- Math, reading and writing skills as related to job functions required.
- Become thoroughly familiar with meter locations in the assigned area of the county.
- Become thoroughly familiar with the operation of handheld electronic meter reading device and communication equipment.
- Become knowledgeable of the District's collection policy and procedures and customer service policy.
- Ability to train others in necessary job skills.
- Ability to communicate clear and concise verbal instructions and information to coworkers, supervisor, customers and others.
- Ability to operate equipment safely and efficiently to facilitate completion of work.
- Ability to work confidently around animals.
- Ability to remain calm under pressure and to be courteous at all times.
- Ability to work as a member of the meter reading team, as well as the ability to work without close supervision and to make decisions compatible with prior instructions.
- Demonstrate a positive attitude, good work ethic, promptness in work arrival and in accomplishing all tasks.
- Develop a working knowledge of safe work practices, accident prevention procedures, tools and equipment as related to job functions.

Education, Experience and Training:

- High school diploma or equivalent required.

Other Requirements:

- Pass a District physical examination and be able to perform essential job functions.
- Valid Washington State driver's license and a safe driving record. Employees moving from out of state must obtain a Washington State license in accordance with Washington State law.
- Must wear and utilize personal protective equipment as required.

WORKING CONDITIONS:

- The job functions will be performed in indoor and outdoor environments, subject to adverse weather conditions and noise.
- The job functions require traversing areas where footing will be poor and the ground uneven and/or water soaked.
- The job functions include working with persons who exhibit many types of personalities and behaviors.
- The job involves working with and around livestock and/or pets and their behaviors, including potentially dangerous dogs.
- The job functions require work in close proximity to energized low voltage circuits utilizing District-approved safety procedures.
- The job functions may encounter the need to work with hazardous materials.

PHYSICAL REQUIREMENTS:

- The work requires the ability to lift and carry up to 40 pounds.
- The work requires the ability to operate office machines, tools and equipment.
- The work requires the ability to read small numbers from a distance work in limited light and differentiate among colors.

PHYSICAL REQUIREMENTS (continued):

- The work requires the ability to answer questions and communicate with coworkers, customers and others in person and on telephones and mobile radios.
- The work requires the ability to see and hear in order to detect electronic signals and problems to ensure the safety of employees and others in response to exposure to the hazards associated with this position.
- The work requires physical strength and agility necessary to perform essential job functions.
- Work activities involve combinations of walking, climbing, kneeling, pushing, pulling, bending and lifting and carrying.

EQUIPMENT AND VEHICLES:

- The job requires use of two-way radio, handheld electronic meter reading devices and occasional use of computer workstation.
- The job requires driving a District vehicle such as a pickup truck.
- Future work practices may necessitate the use of different equipment, vehicles and tools.