

## METER READER/METERING ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

To perform duties in support of utility meter reading and general metering programs; to read and record consumption on residential and commercial electric and water meters; to ensure quality customer service to City consumers; and to perform a variety of maintenance tasks relative to assigned area of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Light and Power Operations Superintendent.

### **ESSENTIAL JOB FUNCTIONS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Follow assigned routes to read and record residential and commercial electric and water meters; record readings with hand-held and vehicle mounted computerized devices
2. Test meters to ensure they are registering properly and in a consistent manner; report meter conditions, defects and other problems to supervisor; replace meters if necessary and maintain meter replacement, inventory and related records.
3. Maintain access to meters by ensuring the area is clear; as required, dig out meter boxes and remove obstructions.
4. Check meters for potential energy diversion or problems that impact consumption and billing; report repair requirements; read and record demand loads for commercial meters.
5. Perform the full range of customer service duties; re-read meters to resolve complaints; collect readings for final billings.
6. Connect and disconnect meters for new service or for non-payment of service; install new meters as required.
7. Respond to routine questions and requests for assistance from customers; resolve issue or refer to supervisor.
8. Clean and perform routine preventive maintenance on assigned vehicle; report repair requirements to supervisor.
9. Deliver documents, bills, mail and other materials as required.
10. Perform related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Operations, services and activities of a meter reading program.  
Methods, techniques, tools, equipment and materials used in meter reading.  
Operational characteristics of meter reading devices and related tools and equipment.  
Principles and practices of customer service.  
Occupational hazards and standard safety practices.  
Basic mathematical principles.  
Principles and practices of record keeping.  
Pertinent Federal, State and local laws, codes and regulations.

**CITY OF FOREST GROVE**  
**Meter Reader/Metering Assistant (Continued)**

**Ability to:**

Read and record electric and water meter readings.  
Learn geography of assigned route and location of meters.  
Maintain good customer relations with consumers.  
Identify and report meter discrepancies or malfunctions.  
Test meters to ensure proper functioning.  
Replace meters.  
Interpret, explain and enforce department policies and procedures.  
Make basic mathematical calculations with speed and accuracy.  
Maintain accurate records.  
Assess readings to determine consumption discrepancies.  
Operate a variety of equipment and tools in a safe and effective manner.  
Perform routine preventive maintenance on vehicles and tools  
Understand and carry out oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective relationships with those contacted in the course of work.

**Education and Experience Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year meter reading experience.

**License or Certificate**

Possession of an appropriate, valid driver's license.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein 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 these essential job functions.*

**Environment:** Office and field environment; travel from site to site; exposure to inclement weather conditions.

**Mobility:** Incumbents require sufficient mobility to perform heavy, moderate or light lifting; to walk, stand or sit for prolonged periods of time; to bend, stoop, kneel and crawl; and to operate motorized equipment and vehicles.

**Vision:** Vision sufficient to read written materials and operate assigned equipment