**METER READER**

**Primary Reason Why Classification Exists**

To perform semi-skilled manual work locating and reading municipal electric and water meters

**Distinguishing Features of the Class**

An employee in this class operates a motor vehicle and travels throughout the City to obtain readings from residential, commercial, and industrial water and electric meters. Emphasis of the work is on locating meters and making and recording accurate readings. Routine daily work assignments are performed with a considerable degree of independence and the employee is expected to follow defined routes and make complete readings. Work is performed under general supervision and is evaluated on the basis of completing routes, accuracy of readings, and customer service.

**Essential Duties**

* Uses hand held meter reading device to locate and read electric and water meters on assigned routes and records usage
* Turns on or cuts offs service as directed; leaves notice of actions taken with property owner; places notice on doorway of residences or businesses if owner is unavailable
* Reports meter condition and submits information to supervisory personnel for repair or replacement
* Keeps records of meters read and reports meters not accessible for reading
* Ensures meters and visible plumbing or electrical connections are installed and functioning properly; reports defects and prepares update forms to report changed field conditions
* Documents complaints or questions from citizens and business owners and refers to supervisory staff for resolution
* Responds to customer inquiries and instructs customers in the proper reading of meters
* Obtains special readings and rereads meters as required
* Assists electric crews during times of major outages
* Performs related tasks as required

**Knowledge, Skills, and Abilities**

* Knowledge of tools, materials, techniques and practices needed to read meters
* Knowledge of basis mathematics and English grammar and composition to ensure accurate readings and record and report findings or complaints
* Knowledge of effective communication techniques to interact with various individuals
* Knowledge of work place safety practices required when performing work in the field and on private property
* General knowledge of the geography and street locations of the City
* General knowledge of the methods and procedures involved in the computerized reading of meters and recording consumption
* Ability to understand and follow instructions
* Ability to use automated reading devices and hand tools
* Ability to communicate with the public, both orally and in writing if required; ability establish and maintain effective working relationships with the public and coworkers
* Ability to operate a motor vehicle, work independently, and complete defined routes for service
* Ability to report unusual or safety conditions related to the reading of meters

**Physical Requirements**

Work is generally light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a moderate amount of force frequently to move objects. Physical requirements are: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, felling and repetitive motions. Employee is required to have close visual acuity to prepare and analyze data and figures, take and record readings of water meters, perform visual inspection of small defects and parts, and user measurement devices. Physical requires include walking, bending, stooping, leaning, and other bodily movements required to gain access to and read water meters.

**Working Conditions**

Employee is subject to predominantly outside working conditions. Employee is subject to noise which may cause the employee to shout in order to be heard above the ambient noise level. Employee is subject to atmospheric conditions such as fumes, odors, dusts, mists, gases and work is subject to varying weather conditions including extreme hot and cold temperatures. Employee is subject to hazards such as proximity to moving vehicles, equipment and walking on uneven terrain. Employee is required to work in narrow passage ways and on private property to record meter readings. Employee is subject to contact with unchained animals and potentially hostile property owners or renters.

**Education**

Graduation from high school or GED equivalency

**Experience**

Some experience in reading and maintaining utility meters is desired.

**Special Requirements**

* Valid North Carolina Driver’s License
* CPR and First Aide
* Flagger
* BBP

**FLSA Status**: Non-Exempt

**Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Morganton reserves the right to assign or otherwise modify the duties assigned to this classification.

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