



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Meter Reader
DEPARTMENT/DIVISION: Utility Customer Service
REPORTS TO: Utility Customer Service Supervisor

SUMMARY: Responsible for performing activities related to reading residential and commercial meters and performing field customer service. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Conducts field readings of residential and commercial meters. Logs results utilizing established guidelines.
- Provides field customer service activities related to new service, service suspensions, service cancellations, high bill complaints, flow checks, and/or other related issues.
- Prepares and maintains a variety of records, logs, work orders, and/or other related documentation.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of City geography;
- Skilled in providing customer service;
- Skilled in reading maps;
- Skilled in preparing and maintaining records;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year of related customer service experience.
- Requires a valid Texas Driver's License.

PREFERENCES:

- None.

WORKING CONDITIONS:

- Frequent climbing, balancing, reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, smelling, and manual dexterity.
- Occasional lifting and carrying up to 100 pounds.
- Work is typically performed in both standard office and outdoor environments, with potential exposure to adverse weather conditions.
- Work is performed in close quarters and high and precarious places.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.