



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Senior 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 lead activities such as assigning work and coordinating meter reading activities with the Resolution Center and billing. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Serves as a lead to lower level meter reading staff, which includes: prioritizing and assigning work; training staff on work methods and procedures; and/or, performing other related activities.
- Coordinates activities with Utility Billing to ensure accurate and timely service order completion.
- 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:

- Serves as a lead for Meter Readers.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of City geography;
- Knowledge of meter reading principles and practices;
- Skilled in prioritizing and assigning work;
- 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.
- Two years related meter reading 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.