

*To perform this job successfully, an individual must be able to perform the job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

## **METER WORKER I**

**Department:** Administration - Meter

**Pay Grade:** 551

**FLSA Status:** Non-Exempt

**Reports to:** Meter Supervisor

**Effective Date:** July 30, 2018

### **JOB SUMMARY**

This is an entry level position responsible for reading various utility meters, working delinquent accounts, including collecting payments and/or terminating service, setting and removing electric meters, and turning utilities off and on. This position works under the direct supervision of the Meter Supervisor/Assistant Supervisor and receives general guidance from a Journey Meter Worker or higher.

### **JOB FUNCTIONS**

#### **Essential Functions:**

- Walks or drives trucks, with standard gear shifts, over established routes and reads utility meters, including residential, commercial and industrial classifications, located within assigned routes.
- Assists with collecting delinquent accounts, including collecting payments and/or terminating services.
- Turns on and off (sets and removes) utility services including water, gas and electricity.
- Assists with turning on gas services and lighting-up appliances, where applicable.
- Takes telephone calls in the office for work orders and high bill complaints, as needed and/or when other administrative personnel are busy.
- Records readings by writing in book or enters reading using the keyboard of a handheld electronic meter recording device.
- Prepares all types of electric meters for testing and tests single and poly-phase meters.
- Inspects meters and connections for defects, damages, and unauthorized use or connections and records such; and notifies appropriate supervisor in each case where action is required.

- Enters data on a personal computer to create and close work orders, as needed.
- Evaluates readings to determine irregularities, indicates same by written notes and records any recognizable reasons for recorded abnormal consumption.
- Processes work orders into the database, assists with routine office maintenance, and installing lightning arrestors and terminal adapters on meter bases.
- Builds meter bases for contractors and/or utility customers.
- Talks with customers, answers questions, resolves problems, collects bill payments, and maintains positive relationships.

**Other Functions:**

- Assists co-workers within the department and in other departments as requested or required.
- Performs standby duty on a rotational basis; available to re-set meters for service at odd hours, on the weekend, and holidays.
- Performs other related duties as required/assigned.

**QUALIFICATIONS****Education and Experience:**

High School Diploma or an acceptable equivalency diploma (GED) and no required experience, or an equivalent combination of education and experience. Previous experience in a similar position will be considered, but is not essential.

**Special Qualifications:**

Must be able to qualify and obtain upon employment an Apprentice Gas Fitter Certification from Alabama Plumbers and Gas Fitters Examining Board where applicable.

Possession of or ability to obtain a valid Driver's License within 60 days of employment.

**Knowledge, Skills, and Abilities:**

- Knowledge of Riviera policies, procedures, and organizational structure.
- Knowledge of basic mechanical parts and operations of simple mechanical devices.
- Knowledge of Riviera utilities (example: water, gas, and electricity), locations of meters, and how to set and remove service.
- Knowledge of Riviera service areas to include addresses, routes, property owners, and location of meters/utilities.
- Ability to read maps to find service addresses and collect payments.
- Ability to add, subtract, multiply, and divide all units of measure, as well as estimate quantities.
- Ability to work alone, or in a group with one or more persons, and to follow through on work assignments.
- Ability to operate a personal computer to enter meter history and other customer data.
- Ability to keep accurate and careful records of information. This includes the ability to type information into a computer and to write legibly to complete work orders.

- Ability to communicate orally with customers and fellow employees in a courteous and efficient manner. Includes the ability to speak in a clear voice using appropriate pauses, emphasis and pronunciation and to listen for understanding.
- Ability to operate a vehicle safely such as a pick-up truck with a standard shift, both on and off roadways.
- Ability to walk or drive a truck over an established meter route to take readings of meters, etc.
- Ability to read small print and figures on tickets, meters, dials, etc.
- Ability to climb, crawl, reach, and extend arms in order to set, remove and read meters of various heights safely.
- Ability to hear, read and understand English instructions, rules, policies, forms, etc.
- Ability to use hands and fingers to measure, handle, or move large and small items.
- Ability to establish and maintain effective working relationships with the public, employees, customers, and citizens of the community.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to evaluate and recognize hazardous situations and respond and notify others appropriately.
- Ability to demonstrate careful attention to detail and promptly execute all work assignments.
- Ability to have regular and predictable work attendance.
- Ability to operate small office equipment, including copy machines or multi-line telephone systems.
- Ability to operate and repair small/light equipment, such as power tools.
- Ability to operate equipment and machinery, such as vehicles.

### **PHYSICAL DEMANDS**

The work is medium work which requires lifting 50 lbs. maximum, or more if capability is adequate to do so in given situations. In addition, frequent lifting and/or carrying of objects weighing up to 10 lbs. such as computer printouts, meter books, handheld electronic devices, meters, small tools, etc. Requires walking for long periods of time reading meters within routes, standing, squatting, and bending repeatedly for long periods of time, in all kinds of weather. Additionally, the following physical abilities are required:

- Balancing: sufficient to maintain body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Crouching: sufficient to bend the body downward and forward by bending leg and spine.
- Feeling: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

- Handling: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing: sufficient to perceive the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Lifting: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Pulling: sufficient to use upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: sufficient to use upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: sufficient to extend hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Stooping: sufficient to bend body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: sufficient to express or exchange ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: sufficient to observe violations of codes, to effectively operate standard office equipment; ability to read and write reports, correspondence, instructions, drawings, etc.; and to operate motor vehicles and/or heavy equipment, by both day and night.
- Walking: sufficient to move about on foot to accomplish tasks, particularly for long distances or move from one work site to another.

### **WORK ENVIRONMENT**

The work environment is primarily done outside in all kinds of weather, with no effective protection from the weather. A job is considered “outside” if the worker spends approximately 75 percent or more of the time outside.