

RIVIERA UTILITIES
POSITION DESCRIPTION
METER WORKER I

JOB TITLE: Meter Worker I

REPORTS TO: Meter Department Supervisor DEPARTMENT: Meter

EFFECTIVE DATE: December 6, 2012

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.

Essential Duties and Responsibilities:

1. Walk or drive truck, with standard gear shift, over established route and read assigned meters located within routes. Routes contain various utility meters, including residential, commercial and industrial classifications.
2. Work with another employee to collect delinquent accounts, including collecting payments and/or terminating services.
3. Turn on and off (set and remove) utility services including water, gas and electricity. Assist turning on gas services and lighting-up appliances where applicable.
4. Take telephone calls in the office for work orders and high bill complaints as needed or when other administrative staff are busy.
5. Record readings by writing in book or enter reading using the keyboard of a handheld electronic meter recording device.
6. Prepare all types of electric meters for testing.
7. Inspect meters and connections for defects, damage, and unauthorized use or connections and record such. Notify appropriate supervisor in each case where action is required.
8. Enters data on a personal computer to create and close work orders as needed.
9. Evaluate readings to determine irregularities and indicate same by written notes. Record any recognizable reasons for recorded abnormal consumption.
10. Assist co-workers within department and in other departments as requested

or required.

11. Talk with customers, answer questions, resolve problems, collect bills payments and maintain positive relationships with Riviera.
12. Performs standby duty on a rotational basis; available to re-set meters for service at odd hours, on the weekend, and holidays.

Knowledge, Skills and Abilities:

1. Knowledge of Riviera policies, procedures, and organizational structure.
2. Knowledge of basic mechanical parts and operations of simple mechanical devices.
3. Knowledge of Riviera utilities (example: water, gas, and electricity), locations of meters, and how to set and remove service.
4. Knowledge of Riviera service areas to include addresses, routes, property owners, and location of meters/utilities.
5. Ability to read maps to find service addresses and collect payments.
6. Ability to add, subtract, multiply, and divide all units of measure, as well as estimate quantities.
7. Ability to work alone, or in a group with one or more persons, and to follow through on work assignments.
8. Ability to operate a personal computer to enter meter history and other customer data.
9. 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.
10. 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.
11. Ability to operate a vehicle safely such as a pick-up truck with a standard shift, both on and off roadways.
12. Ability to walk or drive a truck over an established meter route to take readings of meters, etc.
13. Ability to read small print and figures on tickets, meters, dials, etc.
14. Ability to climb, crawl, reach, and extend arms in order to set, remove and read meters of various heights safely.
15. Ability to hear, read and understand English instructions, rules, policies, forms, etc.
16. Ability to use hands and fingers to measure, handle, or move large and small items.
17. Ability to establish and maintain effective working relationships with the public, employees, customers, and citizens of the community.
18. Ability to solve practical problems and deal with a variety of concrete

- variables in situations where only limited standardization exists.
19. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
 20. Ability to evaluate and recognize hazardous situations and respond and notify others appropriately.
 21. Ability to demonstrate careful attention to detail and promptly execute all work assignments.
 22. Ability to have regular and predictable work attendance.

Work Environment/Physical Demands:

1. Walk for long periods of time reading meters within routes.
2. Lifting 50 lbs. maximum in general, 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.
3. Requires walking, standing, squatting, bending repeatedly for long periods of time.
4. Reaching, climbing, balancing, handling, fingering, talking, seeing, and hearing.
5. 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.

Minimum Qualifications:

1. High School diploma or equivalent. Previous experience in a similar position will be considered, but is not essential.
2. Valid Alabama Drivers' License. If in possession of a valid drivers' license from another State at the time of employment, a valid Alabama Drivers License must be obtained within 60 days from the date of employment.

In addition you must be able to qualify and obtain the following upon employment.

Apprentice Gas Fitter Certification from Alabama Plumbers and Gas Fitters Examining Board where applicable.