

## METER READER SUPERVISOR

### PURPOSE AND NATURE OF WORK

Position is responsible for the daily supervision of electric and water meter-reading operations, which use hand held electronic data recorders (porta-processors), quantitative methods of evaluating meter readers' performance, and for the activities/record keeping of connecting new electric and water service, disconnecting services and investigating illicit utility service consumption.

Objectives of work are timely, accurate meter reading, updating and accuracy of data on accounts, problems solving with portable data records and supporting equipment, prompt response to requests/orders for connecting new utility services, disconnecting services, and ensuring that services are obtained legitimately.

Incumbent works under the direction of the Customer and Meter Services Administrator and has supervisory responsibilities for a large number of meter readers and clerical workers.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Assigns work to Meter Readers; ensures porta-processors are loaded and unloaded daily; keeps records of difficult-to-read, misread and unread meters, updates and maintains extensive records of meter locations and characteristics. Establishes, reviews and revises meter reading routes in accordance with changing workloads. Submits readings to the Data Processing division for processing bills and records. Assigns new accounts for solid waste pickup by a contracted service, for wastewater collection, for new meter customers, and for bulk water customers. Assigns rate codes to customers. Acts as liaison with other utilities during customer acquisition, and with other City-Parish departments. Resolves customers complaints, ensures vehicle inspection and proper preventative maintenance; performs related work as required.

Oversees, schedules and coordinates, with the Customer Service division, the difficult customer contact and technical work of connecting new water and electric services, reading meter, final billing and disconnecting services, and investigation of illicit utility service consumption. Monitors overtime usage, response time and other performance measures and makes adjustments as necessary. Visits customers/managers and resolves problems related to connection, disconnection, or unbilled consumption.

Performs related work as required.

**NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS** (Depending on area of assignment)

Thorough knowledge of reading electric and water meters used by the Lafayette Utility System.

Thorough knowledge of the operation and maintenance of the electronic data recording system.

Thorough knowledge of the methods and materials used for meter reading route design.

Thorough knowledge of the accounts receivable and billing processes, and utility rate structure used by the Lafayette Utility System.

Ability to record data, maintain records/files and perform calculate utility consumption and/or bills without error.

Ability to establish and maintain effective working relationships with officials, consumers and employees.

### DESIRABLE TRAINING AND EXPERIENCE

Completion of High School supplemented by coursework in accounting or bookkeeping and considerable experience in water and electric meter reading, service installation and billing; or an equivalent combination of education and experience.