

SENIOR METER READER

PURPOSE AND NATURE OF WORK

This position is responsible for ensuring that electric and water meters are accurately read in a timely manner. Incumbents may also participate in connecting, disconnecting, removing, and reading meters for special situations if necessary. Also responsible for the reading of routes when assigned and with assisting subordinates with their routes in order to complete daily work load in Meter Services. General supervision is exercised over Meter Readers. Work is performed under the direction a Meter Reader Supervisor.

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.)

Trains and supervises Meter Readers. Handles customer complaints encountered in the field. Transports regular route meter readers by car to and from their assigned routes. Re-reads meters with unusually high or low consumption: checks for visible leaks, checks for possible tampering, checks for meter malfunction and reports problems to a supervisor. Reads meters that are skipped by route readers due to various obstructions or which are located in unusual or difficult locations. May connect, disconnect or remove meters. Verifies incorrect meter serial numbers and multipliers, and reports same to a supervisor. Spots new accounts in the field. Handles minor personnel problems of subordinates including evaluations of same.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of the processing of various complaints and billings.
Considerable knowledge of street locations in Lafayette and the locations of all meters.
Considerable experience as a Meter Reader and experience connecting and disconnecting services, and removing meters.
Knowledge of computer hand-held processor operation and care.
Ability to supervise a small crew of meter readers.
Ability to fully operate and to correct minor problems with the processor units.
Ability to establish and maintain good working relationships with the public, superiors, and other employees.
Ability to keep meter records and prepare reports.
Ability and willingness to work extra hours as required.
Ability to safely disconnect services and remove meters.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school and experience working as a Meter Reader; or any equivalent combination of training and experience.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Louisiana Driver's license.