



Manager, Meter Reading

Job Code	20000045	Job Family	Manager/1st Level leader	Leader	
Department	Meter Reading	Reports to	Sr Mgr Cust Acct & Meter Rdng	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Provides leadership, trains and directs Meter Reading Service staff to ensure the highest customer service standards are achieved and aligned with the District's strategic plans and critical goals. Manages cost effective and efficient meter reading service to District customers, ensuring timely reading of meters and submission of accurate data. Provide direction in building a strong service team where organizational goals and objectives are communicated and implemented.

Accountabilities

Accountability #1

Deliver exceptional value to our customers through continual improvement and innovation by developing, recommending and effectively managing the Meter Reading Department budget; identifying, evaluating and recommending resourcing options that reflect appropriate prioritization of accurate and timely meter reading results; and determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

Accountability #2

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop; supporting employees through change, hiring the right person for the right job and recognizing employee performance and achievements. Foster innovation and growth by being open to receiving feedback from employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities

Accountability #3

Ensure customer, partner and stakeholder confidence in accuracy and timeliness of meter reading and billing by providing employees with established performance standards, work priorities, staff assignments and administrative procedures; formulate, maintain and adhere to schedules for meter reading activities. Provide transparency through collecting, maintaining and sharing metrics on individual and departmental performance including overall work product and accuracy, and similar responsibilities.

Accountability #4

Create a safe, knowledgeable and highly effective work force through designing, updating and maintaining meter reading training programs, procedures and equipment; providing coaching and opportunities for employee development; and, oversee the resolution of meter access challenges. Foster a culture of safety through ensuring equipment is maintained, available and appropriately resourced while realizing opportunities for improved efficiency and effectiveness within budgetary priorities and processes, and similar responsibilities.

Accountability #5

Promote sustainability and environmental stewardship by leveraging technology and process improvements to promote stability in the financial foundation of the District, enabling customers, partners and stakeholders transparent and consistent rate structures.

Accountability #6

Deliver exceptional value focused on clearly defined priorities and tradeoffs by developing Meter Reading Department goals and objectives for short and long-term strategic planning, generating enthusiasm for the vision and values of the District; providing opportunities for innovation and supporting the team through change.

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Six (6) years progressively more responsible customer service, customer accounting and/or meter reading experience in the utility industry.

Preferred Education and Experience:

Associate of Arts degree in Business Administration or related field

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Duties are performed in a office environment and in the field.

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Manage and evaluate the performance of assigned staff including providing coaching, positive recognition and discipline when appropriate using relationship building, partnering, conflict management, and mediation practices.

Establish performance expectations, work priorities, staff assignments and administrative procedures.

Develop and administer the Meter Reading section budget, goals and objectives as well as short and long-range section planning using financial and budgeting processes and principles and in-depth knowledge of meter reading functions and technology.

Create positive relationships with all levels of the organization, outside agencies and customers to communicate and work effectively ensuring various meter reading activities are performed safely, accurately and on schedule.

These activities include meter access, customer and employee interactions, general questions and cooperation/coordination with other District departments.

Manage, formulate and maintain schedules for meter reading activities ensuring efficient and timely meter reading and billing processes.

Oversee the maintenance of the statistical data on each Meter Reader's performance and the departmental performance statistics using computer applications including work processing,

spreadsheet and data bases.

Coordinate and manage relationships with contracted employees, ensuring open communications, coordinated scheduling and quality standards are met.

Preferred Skills and Abilities:

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability
Aligning Performance for Success
Building Customer Relationships
Building Talent
Coaching
Communication
Continuous Improvement
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Customer Focus
Delegation and Empowerment
Driving for Results
Driving Innovation
Emotional Intelligence Essentials
Empowering Decision Making
Execution
Guiding Team Success
Initiating Action
Inspiring Others
Leveraging Feedback
Positive Approach
Professional Knowledge and Aptitude
Selecting Talent
Stress Tolerance
Technology Savvy

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Frequent (34-66%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

May need to climb ladders and reach above to inspect meters mounted high up. Able to lift, carry, pull up to 30lbs.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Frequent (34-66%)
Work alone	Frequent (34-66%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Frequent (34-66%)
Speak with clarity with others	Frequent (34-66%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Constant (67-100%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Occasional (11-33%)
Wet and/or humidity	Occasional (11-33%)
Atmospheric conditions	Occasional (11-33%)

Confined/restricted working environment	Occasional (11-33%)
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Occasional (11-33%)
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.