



## UNION JOB DESCRIPTION

**TITLE: Lead Meter Reader**

### DEFINITION:

Assists and performs various departmental and administrative functions. Acts as a District representative ensuring customers' meters are read in a prompt and efficient manner. Trains, provides assistance and guidance to Meter Readers.

### DISTINGUISHING CHARACTERISTICS:

This classification is a bid classification with the District selecting the successful candidate. Leads may be scheduled for reassignment between the morning and afternoon shifts as needed for the purposes of training, Lead relief, or special project assignments with a minimum of 24 hours advanced notice.

### BASIC RESPONSIBILITIES:

1. Performs all functions of Meter Reader, providing meter reading relief on normal route cycles for vacation, sick leave and other leaves.
2. Reviews routes ensuring that the routes are logical and efficient.
3. Maintains all meter reading maps and associated materials.
4. Provides assistance and guidance to Meter Readers such as, but not limited to:
  - feedback on route times
  - reading routes more efficiently
5. Assists in the development, updating and evaluation of procedures as required.
6. Assists with training of new Meter Readers; assists and/or performs instructor functions.
7. Performs limited management functions within a predefined scope as delegated by the Department Manager. Examples include such items as: granting of time off within predefined guidelines, allowing the working of overtime within predefined guidelines, comparing manager prepared employee timecards with employee entered timecards. If a decision needs to be made beyond the predefined guidelines, the Lead will go to the next level of management for final decision.
8. Assists in resolving customer access problems.
9. Acts as custodian of the District's Meter Reader key board.
10. Determines and distributes work and coordinates the activities between the morning and afternoon shifts.
11. Trains and maintains proficiency to perform duties of early or late shift.

### OTHER RESPONSIBILITIES:

1. Chairs or participates on various District committees and/or projects.
2. Performs other associated duties as assigned.

### MINIMUM QUALIFICATIONS:

Knowledge of:

- Computer applications and software (such as electronic mail/calendaring, word processing, spreadsheets, etc.).
- District Meter Reading practices.

- Meter Reading skills and functions.
- District meter reading routes.

MINIMUM QUALIFICATIONS: (continued)

Knowledge of: (continued)

- Advanced customer relations techniques including dealing with difficult customers.
- Leadership techniques.
- Interpersonal techniques.
- Communication techniques, both verbal and written.
- Analytical and problem solving techniques.
- Mathematics.
- Training techniques.

Ability to:

- Train co-workers.
- Communicate and deal effectively with customers and the general public.
- Adjust to varying workload demands.
- Lead and give work direction to co-workers.
- Use District computer systems/software systems.
- Read a map.
- Use the District's grid and other associated systems to locate District equipment.
- Accurately and quickly read and register numbers.
- Make calculations.
- Physically perform duties of both the Meter Reader and Lead Meter Reader jobs (including, but not limited to walking, standing, crawling, bending, twisting or stooping for extended periods of time).
- Work in varying types of weather conditions and on varying types of terrain.
- Change a flat tire; install chains.
- Lift and move up to 50 pounds.
- Follow safety guidelines.
- Complete assigned route within time frames set forth in Departmental guidelines. (this we need to keep this here)
- Read meters from long distances with the aid of a monocular.
- Work independently.
- Drive a District vehicle.

Education/Experience:

- High school diploma or equivalent.
- Three (3) years Meter Reading experience.

License or Certification:

- Valid Washington State Driver's License, with good driving record.
- CPR First Aid card.
- Completion of interview process.

WORKING CONDITIONS:

- Work is performed both in an indoor and outdoor environment.
- When work is performed in an outdoor environment, it is in varying and severe weather conditions and on all types of terrain.
- Required to walk, stand, crawl, climb, bend, twist, turn or stoop for extended periods of time.
- Required to drive a District vehicle each day and maybe required to drive for durations lasting up to 2 hours or more.

- Required to get in and out of the vehicle frequently during the day.
- Incumbent risks physical hazard from varying weather conditions, uneven terrain, traffic, encounters with dogs/other animals, insects or with abusive customers.
- Required to work in potentially hazardous environments such as near high voltage equipment, construction areas, or dark basements.
- When work is performed in an indoor environment, it is in an office environment.
- Incumbents perform repetitive movements from use of a computer and mouse.
- Incumbents must be able to lift and move up to 50 pounds.
- Incumbent must be able to work varying (morning/afternoon) shifts.