



City of Gulfport Job Description

Meter Reader/Service Technician (MRT)

Department: Utility Billing

EEO Class: Technical

Date Written: 7/22/11

FLSA Status: Non-exempt

Date Approved:

Position Overview

Under direction of Billing Supervisor, record and report readings of water meters, inspecting meters for tampering, irregularities and malfunctions for the Utility Billing Department, and perform related duties as assigned. Work involves walking long distances in all weather conditions, un-covering meters, and dealing with the public when entering private property.

Essential Job Functions

Essential duties and functions, pursuant to the American with Disabilities Act, may include the following. Other related duties may be assigned.

- Use handheld computer to read water meters manually on an assigned route and collects electronic readings of Automated Meter Reading (AMR) meters, and records findings; conducts rereads on meters with excessive usage
- Inspects meters and visible plumbing to see that they are functioning properly and reports any defects, tampering, or malfunctions to the appropriate authority; fills out work orders for the replacement or repair of defective meter or rereading
- Performs office work as necessary in answering telephone, working counter to provide information and answering complaints; conducts rerouting, clerical work in preparing bills for mailing; checks computer printout for excessive readings .
- Turn water service on/off for residential and commercial customers and independent contractors; collect delinquent bills and checks for leaks, and unusually high or low readings.
- Makes miscellaneous repairs and adjustments in the field to water meters and water valves' report damage and request repair if necessary.
- Answer customer questions and handle complaints about water and sewage services.
- Receive and dispatch work order information; relay water service and utility information to City personnel, plumbers, contractors, and the general public; and maintain accurate office records and service cards for accurate dispatching.

Knowledge, Skills and Abilities

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of the methods, materials, tools, and equipment used in the water distribution system and water meter installation, adjustment, and repair.

- Effective written and verbal communication skills.
- Knowledge of the general operations of valves and pressure gauges used in providing water services.
- knowledge of the geography and street locations of the city
- Ability to perform manual labor requiring physical dexterity, including moderate lifting, pushing, pulling, grasping, reaching, crouching, and duties requiring repetitive motions.
- Ability to understand and carry out oral and written instructions and ability to keep work records.
- Ability to make simple mathematical computations rapidly and accurately
- Skill in reading numbers with speed accuracy
- Ability to walk for long periods of time in varying weather conditions
- Ability to establish and maintain effective work relationships and handle customer questions and complaints in a professional manner.
- Ability to lift and carry 100 pounds.
- Ability to perform duties with minimal supervision.
- Effective computer application related to meter reading.

Education and Experience

High school diploma or G.E.D. and two (2) years experience in related field of work. Computer experience required.

Required Licenses or Certificates

A valid Mississippi driver's license.

Physical Demands and Working Conditions

Physical requirements includes regularly lifting and/or moving up to 50 pounds and frequently over 100 pounds. Specific vision abilities requires by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus. The employee frequently works in extreme outside weather conditions; near moving mechanical parts; exposed to wet and/or humid conditions; and on slippery and uneven surfaces. The employee is frequently exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is frequently loud.