



City of Gulfport, Mississippi
Job Description

Meter Reader/Service Technician (MR)

Department: Utility Billing
EEO Class:
Date Written: 5/3/2011

FLSA Status: Non-Exempt
Date Approved: 9/2011
Date Updated: 12/18/15

Position Overview

Under general supervision, reads, records, and reports readings of water meters using a Vehicle Reading/drive-by computer with electronic read software for reading, interacts with customers and addresses questions, reports abnormal or suspicious meter conditions or usage patterns, and makes field repairs to meters.

Essential Job Functions

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

- Reads and records consumer water meters in accordance with an assigned schedule and routes. Reads with computer, electronically, manually reads the meter and enters the reads not captured electronically, ensures accuracy of readings. Does re-reads on meters/data logs with excessive usage.
- Examines meters for signs of tampering and reports inoperative, leaking, malfunctioning, or damaged meters and registers; tags property, reports violations of backflow prevention.
- Post non-payment notices; turns water services on and off as required.
- Makes field repairs to water meters and performs routine maintenance, pulls meters for calibration, cleans brush, dirt or vines away from meter boxes.
- 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 of repair of defective meter (s) or re-reading.
- Operate a City vehicle in daily performance of duties.
- Handle customer service issues in the field.

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.

- Operation and appropriate usage of various types of water meters.
- Operational characteristics of computer and radio meter reading equipment.
- Geography of the area and location of meters.
- Ability to operate a computer and drive by reading software and work orders manually and electronically.
- Requires excellent interpersonal and customer service skills, especially in person.

- Requires strong attention to detail.
- Ability to work in a high pressure environment within established deadlines.
- Safely operate a motor vehicle.
- Read maps and follow a prescribed route and schedule.
- Respond to requests and inquiries from the public.
- Work independently in the absence of a supervisor.
- Maintain accurate records used in the course of work.
- Learn and apply new information or new skills.
- Follow oral and written instructions.
- Ability to use simple hand tools to turn water service off and on.
- Skills in reading numbers with speed and accuracy.
- Ability to walk for long periods of time in varying weather conditions.
- Ability to maintain harmonious and effective working relationships with other employees, supervisor and other departments.

Education and Experience

High school diploma or equivalent. Two to three years previous customer service experience required. Basic experience in computer skills required.

Required Licenses or Certificates

Must possess a valid Mississippi driver's license, with a good driving record.

Physical Demands and Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily outdoors, while walking or driving, with occasional indoor office work. Most work is performed primarily outdoors in all weather conditions. Work requires extensive amount of walking. Work is generally light with considerable variety. Work involves carrying a meter reading device. Lifting, stooping, reaching are involved in retrieving water meter reads. Work involves travel frequently about the city. Work may occasionally involve collecting delinquent accounts.

Activities include stooping, standing, walking, lifting, fingering, grasping, feeling, talking, and hearing/listening, seeing/observing, repetitive motions.

Physical demands are normally those associated with light work: Exerting up to 60 pounds of force occasionally and/or 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

The job may require dealing with individuals who are emotionally charged.