

METER READER COLLECTOR

DEFINITION

Under general supervision, performs routine and accurate reading of water meters throughout the City.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

On an assigned route, reads water meters of different makes and types and records water meter reading on electronic hand held unit. Memorizes and records trouble codes relating to meter reading. Memorizes various routes and meter locations. Places record of new meters in proper sequence for account and sequence number assignment. Reassigns meter reading order for more efficient reading. Turns water meters off or on and records reads, and responds to service calls after regular work hours. Calls on customers to collect delinquent water bills and to notify of impending service shut-off. Provides receipts and is accountable for moneys collected. Accesses customer accounts on computer terminal. Clears condensation and plant material from meter face and dirt from meter box, entering underground meter vaults to do so when necessary. Keeps simple records and makes simple calculations. Operates City-assigned car or light truck. Responds to and investigates customer complaints such as excessive water consumption. May be called on to assist at the Customer Service Counter. Performs related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class works primarily outdoors on an assigned route and is, therefore, not closely supervised. In addition to recording water meter readings, the duties entail public contact requiring an ability to deal courteously but effectively with the public.

RECOMMENDED MINIMUM QUALIFICATIONS

Education equivalent to completion of the twelfth grade and one year of experience in work involving collections or frequent public contact in stressful situations or any equivalent combination of training and experience which provides the following abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Ability to: Follow oral and written instructions, memorize city routes and streets, read and record figures accurately and legibly, learn computer terminal operations, investigate and handle citizen complaints courteously and tactfully, perform duties involving extensive walking, bending, kneeling, ladder climbing, and heavy lifting.

SPECIAL REQUIREMENTS

Must possess and keep current a valid California Class C Driver's License. Ability to lift up to 75 lbs. Willingness and ability to respond to service calls after regular hours, including evenings and weekends.

SPECIAL WORKING CONDITIONS

Works outdoors, sometimes in inclement weather.

CHARACTERISTICS OF SUCCESSFUL PERFORMER

The successful performer is self motivated, can work independently and is customer service oriented, using tact and diplomacy in dealing with the public, particularly in situations involving irate customers. This individual is diligent in the performance of duties and is a safe driver.

Class title established per Council Resolution No. 68-123,
effective 9-1-68

Reviewed: 02/04, 08/08

ADA approved: 02/04, 08/08