

## City of Sparta Job Description

**Job Title:** Meter Reading Supervisor  
**Department:** Utilities Administration  
**Reports To:** Utilities Office Manager  
**FLSA Status:** Exempt  
**Starting Wage:** \$23.38

### SUMMARY

Oversees customer relations and meter reading functions; resolves customer complaints and ensures collection of past due accounts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- 1) Processes customer meter orders. Sets meters for new customers and records on service orders; removes meters from residences when required; establishes meter change out program.
- 2) Delegates and oversees meter reading; plans meter reading schedule and routes; reads electric and water meters and records data on mobile devices; reviews account histories to identify possible errors; performs re-reads; explains findings to customers and utility staff.
- 3) Collects past due bills from customers; may authorize customer payment schedules within established policies; disconnects meters in case of non-payment; compiles and distributes disconnect list to relevant employees and departments; initiates prosecution of non-paying customers as needed.
- 4) Administers handheld reading system; downloads and uploads routes; prints reports.
- 5) Reviews meter readings reports, checking accuracy of accounts flagged for inconsistencies; audits meter readings and consumption; makes corrections to readings as appropriate; prints, documents, and files corrections; issues service orders for potentially faulty meters.
- 6) Performs meter re-reads to ensure accuracy; determine if meter is faulty; send meters out to be tested; changes out meters that are failing.
- 7) Resolves customer complaints; explains meter readings; investigates accuracy of meter readings; makes adjustments as needed.
- 8) Enters data into AMI and GIS systems, including position of meters, transformers and material on poles.

### OTHER DUTIES

- Orders materials and supplies as needed.
- Performs related work as needed.

### SUPERVISORY RESPONSIBILITIES

Directly supervises 1-2 employees in the meter reading function. Carries out supervisory responsibilities

in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **REQUIRED ABILITIES AND TECHNICAL KNOWLEDGE**

Knowledge of electrical distribution and metering principles; familiarity with handheld metering system.

Understanding of meter operation.

Familiarity with utility regulations.

Strong interpersonal skills to effectively deal with customers and the public.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) and four years of meter reading/customer service experience, or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

None

**PHYSICAL DEMANDS** 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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, reach with hands and arms, and occasionally stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.