



JOB DESCRIPTION

Meter Reader, Lead

Date Prepared: March 2014

Class Code: 7820

SUMMARY: Under basic supervision, provides lead work direction over staff in the performance of readings of electrical, gas and water meters.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Schedules work; assigns routes for meter reader staff; ensures routes are completed in a timely manner so monthly billings can be processed on time.
- Trains meter reading staff.
- Performs troubleshooting of all meter reading activities; responds to customer complaints.
- Reads electrical, water and gas meters to obtain accurate service use.
- Inspects meters to ensure they are functioning properly.
- Reports damages or tampering to meters.
- Performs other maintenance duties as assigned.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND three years of meter reading experience, including one year of supervisory or lead work experience.

Knowledge of:

- City organization, operations, policies, and procedures.
- Utility meter reading.
- Geography of the City.
- Principles and practices of effective employee supervision.
- Principles and practices of project management.
- Customer service standards and protocols.

Skill in:

- Following verbal and written instructions and procedures.
- Communicating effectively verbally and in writing.
- Dealing tactfully and courteously with the public.
- Establishing and maintaining cooperative working relationships with supervisors and co-workers.
- Operating a personal computer and other automated devices.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an outdoor work environment. May be exposed to dangerous machinery, extreme weather conditions and hazardous chemicals. May be required to climb stairs. May be required to lift and carry items weighing up to 50 pounds.