

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: AF167 Lead Water Meter Reader
POSITION #/TITLE: 0127 Lead Water Meter Reader	Adopted: 07-10
	Revised:

POSITION DESCRIPTION

Dept /Division: Utilities/Water	Manager Level: Non-Manager
Salary Plan/Description: AFS/AFSCME	Salary Grade: 28
Reports To Position #/Job Code #/JC Title: 1690/NB241/Water Service Supervisor	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Light	Work Environment: Uncontrolled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Knowledge test
Personal Protective Equipment: Reflective Vest, Traction foot ware for icy weather	

General Statement of Duties

Correctly assesses water usage by house-holder, businesses and industries for accurate charges to be made by the City.

Distinguishing Features of the Class

Works under general supervision and exercises considerable discretion in selection of work methods and techniques, within generally established boundaries. The Lead Water Meter Reader classification is distinguished from Water Meter Reader by lead responsibilities in establishing job priorities and timeframes for meter reading staff.

Examples of Essential Work (Illustrative Only)

- Organizes the water meter reading and reporting activities of the City's water utility;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises job instructions and time frames as necessary;
- Develops strategies to maximize water meter reading and reporting through technological and operational review of meter reading management systems;
- Develops commercial and residential meter routes and conducts field inspections to ensure compliance with water meter reading requirements;
- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Assists in the coordination of annual, monthly and weekly work schedules and plans special projects with the Water Services Manager;
- Monitors budgetary activities for the meter reading reporting programs and activities;
- Assigns account and read sequence numbers to new water customers;
- Travels by car and foot to meters at residences and commercial properties according to pre-established route;
- Reads numbers on water meters indicating water usage for period of time to date;
- Enters readings into data logging unit or meter book;
- Plugs unit into computer for data transfer and;
- Ensures data integrity for water utility billing software;
- Updates and maintains customer computer records;

Confers with water customers concerning problems of water use;
Works with computer generated reports;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Good knowledge of materials, methods, practices, and techniques used in water meter reading and reporting activities;
Job-specific knowledge of City geography;
Job-specific knowledge of meter location;
Non-technical knowledge of meter function and malfunction;
Knowledge of policies and procedures of the meter reading division;
Skill in writing legibly and accurately recording numeric information;
Skill in analytical thinking and decision making;
Skill in planning and organizing;
Ability to walk an average of 15 miles per day in all weather and on even and uneven surfaces;
Ability to operate the following equipment and tools: meter book, pencil, small mechanical hand tools, two-way radio, data logging unit and computer connection;
Ability to perform field work, under general supervision from central office; highly proceduralized, routes are prescribed; some judgment is exercised in customer contacts;
Ability to work with computers and multiple computer programs;
Ability to develop and use empathetic listening skill, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel and the public;
Ability to handle customer information with tact and discretion;
Ability to function within a team environment;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ability to understand and make work decisions in accordance with office rules, regulations, policies and procedures;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from High School or GED, supplemented with experience in utility metering reading and reporting; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Driver's License. Must have own transportation.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Clarity of speech and hearing which permits the employee to communicate effectively;
Sufficient vision which permits the employee to operate equipment and tools;
Sufficient manual dexterity which permits the employee to operate equipment;
Sufficient physical stamina to perform required walking for assigned route.