



**Department:** Customer Service  
**Prepared By:** Kurt Swanson

**FLSA Status:** Non-Exempt  
**Prepared Date:** Nov. 17, 2016

**JOB TITLE:** Meter Reader Service & Warehouse Worker

**SUMMARY:**

Obtain reads for electrical and water meters in order to record volume used by residential and commercial consumers, and maintains warehouse facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES LISTED BY PRIORITY/FREQUENCY:**

- Walks or drives truck over established routes and takes readings of water and electrical meter dials, using various technologies, in an efficient manner on a weekly basis.
- Delivers mail and bank deposit daily.
- Turns electrical and water meters on and off, as needed (could be daily).
- Delivers failed arrangement door tags on a weekly basis.
- Performs collections of unpaid bills on a weekly basis.
- Recognize, inspect and report meters and connections for defects, damage, and unauthorized connections weekly.
- Verifies and analyzes readings to locate abnormal consumption and potential theft of power and water every meter reading cycle.
- Performs general maintenance and cleaning on water and electric meters including meter change outs, as needed, but at a minimum quarterly.
- Maintains access to meter locations compatible with applicable guidelines.
- Review inactive or zero read meters quarterly.
- Practice safe work habits considering environmental, equipment and access conditions.
- Comply with AB 400 (False Representation of Public Utility or District Employee Law).
- Listens to, investigates, and reports citizen complaints.
- Flag maintenance and repair, annually or as needed.
- Maintains Public Works and Annex warehouses in a neat and clean condition weekly.
- Processes shipping and receiving at warehouse including unloading shipments with fork truck, as needed.
- Maintains, inspects and signs off on fire extinguishers at City Hall, Library, Community Center, and Law Enforcement Center on a monthly basis.
- May assist in preparation and clean-up of community center and other conference rooms for meetings.
- Reports hazardous, unsanitary, or other conditions requiring attention.
- Collects cash and other forms of payment on utilities accounts.



- Communicates with customers concerning accounts at the counter and on the telephone.
- Perform related duties as assigned.

#### **MINIMUM QUALIFICATIONS, EDUCATION, AND EXPERIENCE:**

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

- High school diploma or general education degree (GED); one year related experience and/or training; or equivalent combination of education and experience.

#### **PREFERRED QUALIFICATIONS AND EXPERIENCE:**

- Possess knowledge of basic operations of municipal electric and water utilities.
- Knowledge of basic operating principles of electric and water meters.
- Knowledge of basic practices, methods, and tools used in the maintenance, repair and testing of electric and water meters.
- Understand municipal laws and regulations regarding customer's use of utility services of the City of Shasta Lake.
- General knowledge of the geography of the City.
- Perform math calculations quickly and accurately. Understand and follow oral and written instructions. Ability to operate a computer and utility software.
- Ability to work with Microsoft Office.

#### **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid California driver's license.
- Must maintain Qualified Electric Worker certificate (1 day course).
- Must have a valid Metering Certification card.
- Possession of a California Department of Health Services Distribution Certificate Grade D2 or the ability to obtain one within a year.

Every individual holding this position must possess and maintain all certificates, licenses and registrations required by law at the current time or in the future.

#### **PHYSICAL DEMANDS:**

- Sitting, standing, stooping, walking, climbing, grasping, lifting, manual dexterity, clear speech, clear hearing, clear seeing and driving.
- Required to climb or balance and perform work which involves lifting, pushing and/or pulling of objects which approximate 50 pounds.



- 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 ENVIRONMENT:**

- Works in both inside and outside environmental conditions.
- Verbal, face-to-face contact, email, and telephone.
- Risk of electrical shock.
- Occasionally exposed to inclement weather conditions.
- Works with various outside conditions that may include animals, insects, poison oak, toxins, chemicals and fire.
- Occasionally exposed to moving mechanical parts, fumes or airborne particles, and toxic or caustic chemicals.
- Noise level in the work environment is usually moderate.
- 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.