



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Meter Reader/Collector

STATUS: Non-exempt / Union - IBEW

REPORTS TO: Meter Reading and Billing Manager

RANGE: Contract

POSITION SUMMARY: A Meter Reader/Collector position accurately reads electric and water meters on designated regular customer routes and for customers moving in and out. These readings shall be within specified time limits. This position will contact water and electric customers for the purpose of delivering delinquent account notices and to collect delinquent accounts. Performs lock-in/lock-outs and connects/disconnects of electric and water service for customers moving in and out and for delinquent customers. Replaces damaged meters in the course of doing connects/disconnects and lock-ins/lock-outs. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Reads electric and water meters with accuracy on regular customer routes and for customers moving in and out.
5. Ensures meters are read according to schedule and meets minimum quotas for reads per day.
6. Contacts water and electric customers for the purpose of delivering delinquent account notices and to collect delinquent accounts.
7. Performs lock-in/lock-outs and connects/disconnects of electric and water service for customers moving in and out and for delinquent credit customers. Replaces damaged meters in the course of doing connects/disconnects and lock-ins/lock-outs, with the exception of CT meters, three phase meters, weather head and transformer cuts.
8. Exhibits excellent customer service skills to respond to customers in resolving issues, problems and concerns.
9. Demonstrates skill and sound judgment in handling aggressive and unpredictable animals.
10. Maintains valid Oregon driver's license and good driving and safety record.

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Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of one-year direct customer service experience
- Prior utility water and electric meter reading experience desired

Knowledge, Skills & Abilities

- Legible handwriting
- Basic math skills sufficient to understand and make accurate calculations using addition, subtraction, multiplication and division
- Ability to be trained and certified to read accurately all types of electric and water meters and to disconnect and reconnect electric meters
- Ability to work independently with consistent productivity
- Ability to respond to customer issues in a professional and customer service oriented manner

Education

- High school diploma or equivalent

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times while working in the field, around traffic/heavy equipment and in inclement climatic conditions.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions quickly and calmly when working in the field, in confined spaces, or near equipment. Interacts well with co-workers. Ability to cope with dogs, customer challenges and meter access problems safely and professionally.
- **VISION:**
 - Far Visual Acuity:** Sees adequately to drive a vehicle; to read numbers on electric and water meters.
 - Peripheral Vision:** Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers and movements of equipment.
 - Color Vision:** Judges red, green and yellow traffic lights adequately to drive vehicles on highways.
 - Depth Perception:** Judges depth very accurately to: (1) work near edges of elevated structures and (2) assess equipment in traffic or other confined spaces.
- **HEARING:** Hears spoken conversation well while working in the field despite heavy background noise from traffic, equipment, rain or wind.
- **SPEECH:** Speaks loudly and clearly enough to be accurately understood when in the field.
- **STANDING:** The worker may actually be on their feet 2-3 hours at one time, but maneuvers around the work site at intervals.
- **SITTING:** Worker sits on bench-style pickup seat one-half hour maximum at one time while driving to various job sites.
- **WORKER MOBILITY:** Can change position frequently. Requires bending and/or twisting and/or lifting. Often times on knees and bent over working.
- **WALKING:** Average daily walking is up to 12 miles. Dependent on the routes assigned, one may walk up to 12 miles a day multiple days a month. Total walking per shift may exceed 80 percent. Walking occurs in slippery conditions, in mud, on rock, and on uneven ground. On occasion, depending on route, one may walk up to 5 miles at a time on uneven ground.
- **LIFTING/CARRYING:** Lifts 21-50 lbs.-frequently.

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- **PUSHING/PULLING:** Pushing/pulling to open and close gates. Pushing/pulling is often done in bent over position.
- **REACHING/BENDING/HANDLING:** Frequently in bent over position while reading meters. Often stands on one leg and/or in awkward positions. Writes information.
- **TWISTING:** Rotates head fully to both sides to observe equipment and dogs while maintaining body in awkward position. Some twisting is required when lifting items. Often works in awkward positions.
- **CLIMBING:** Climbs hills and walks over uneven ground while working. Climbs ladders.
- **ENVIRONMENTAL FACTORS:** Performs a variety of strenuous tasks outside with temperatures varying from below zero to over 100 degrees, sometimes in rainy, windy, snowy or icy conditions. Exposed to noise from traffic, construction, and heavy equipment near construction sites. Exposed to numerous environmental factors such as varied types of pollen, depending on location, season or climatic conditions, bee/wasp stings, poison oak or animal bites may also occur.

Revised: August 13, 2020