



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Meter Reader Working Foreman

STATUS: Non-exempt / Union - IBEW

REPORTS TO: Meter Reading and Billing Manager

RANGE: Contract

POSITION SUMMARY: The Meter Reader Working Foreman position assists in the operations of the Meter Reading Department and has the responsibility of supervision of the Meter Readers, assigning meter routes and related work to readers, laying out meter routes, assigning new account numbers, read-ins and read-outs for all service order changes and re-reads. May serve as a Meter Reader when required. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions – Both positions

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.

Meter Reader Working Foreman Essential Functions

4. Demonstrates and models exemplary leadership to all employees.
5. Provides a positive, inspiring and motivating work environment for staff.
6. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
7. Assists Manager to document personnel actions according to policies and procedures with the guidance of the HR Manager.
8. Assists Manager in the preparation of and operating within an approved annual budget for each assigned department.
9. Provides input to Manager for conducting Performance Appraisals.
10. Plans and conducts orientation of new employees.
11. Openly and effectively collaborates and communicates with other directors and/or managers to identify and solve problems and to coordinate resources.
12. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.

Page 2 – Meter Reading Working Foreman

13. Assists Manager in the development and/or revision of job descriptions as needed.
14. Maintains confidentiality of organizational and staff information.
15. Recognizes contributions and celebrates small and big individual and team accomplishments.
14. Provides supervision and general direction to department staff in the Manager's absence.
15. Works closely with the Manager to resolve customer concerns or complaints; e.g. access problems, high usage situations and complaints regarding staff. Exercises good judgment in balancing SUB's needs with the needs of the customer.
16. Categorizes accounts according to meter type; i.e. residential, commercial, or industrial.
17. Adjusts misreads and estimate usage on meters which are not working properly.
18. Participates in the documentation of meter reading activities and productivity.
19. Work collaboratively with the Electric, Water and Customer Service divisions regarding broken meters, incorrect wiring and suspected tampering.
20. Assigns or is responsible for the download or uploading of daily meter book assignments.
21. Coordinates and schedules workload for Meter Reader/Collectors and temporary help.
22. Reviews exception reports from meter books that are up loaded from the Route Star system.
23. Responsible for scheduling cleaning and/or repairs for meter reading and main office vehicles.
24. Responsible for scheduling timely repair and/or maintenance of hand held meter reading devices.
25. Responsible for ensuring that SUB's mail is picked up each morning.
26. Responsible for requisitioning department tool and supplies, e.g., seals, batteries, door-hangers, wire clippers, etc.
27. Responsible for establishing and maintaining Route Star data tables, including various codes, e.g., message codes, locations, etc.
28. Must work closely with the division manager to project and monitor the annual read schedule.
29. Responsible for the semi-annual verification of remote-metered and customer-read accounts.
30. Reads electric and water meters with accuracy on regular customer routes and for customers moving in and out.

Page 3 – Meter Reading Working Foreman

Meter Reader Essential Functions

31. Ensures meters are read according to schedule and meets minimum quotas for reads per day.
32. Contacts water and electric customers for the purpose of delivering delinquent account notices and to collect delinquent accounts.
33. Performs lock-in/lock-outs and connects/disconnects of electric and water service for customers moving in and out, for delinquent credit customers. Replaces damaged meters in the course of doing connects/disconnects and lock-ins/lock-outs only, with the exception of CT meters, three phase meters and weather head and transformer cuts.
34. Exhibits excellent customer service skills to respond to customers in resolving issues, problems and concerns.
35. Demonstrates skill and sound judgement in handling aggressive and unpredictable animals.
36. Maintains valid Oregon driver's license and good driving and safety record.

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

- Meter Reader/Collector

MINIMUM QUALIFICATIONS

Experience

- Minimum of three years experience as a Meter Reader/Collector
- Prior experience as a foreman or other supervisor desired

Knowledge, Skills & Abilities

- Thorough knowledge of SUB's service area and how meter routes are set up within the area
- Demonstrated skills to be a team leader and possess the ability to motivate team members to work towards the same goals and objectives
- Accurately read all types of meters utilized in SUB's service area
- Working knowledge of SUB's policies and procedures
- Coordinate work assignments to effectively accomplish department tasks
- Basic computer, math and writing skills
- Working knowledge of job requirements for Meter Reader/Collector positions
- Ability to use sound judgment in the implementation of policies and decision making
- Ability to communicate openly and honestly with employees and the public in person and on the telephone in a positive/mature manner, sometimes under stressful situations

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 and access problems.
- **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.

Page 5 – Meter Reading Working Foreman

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 two 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. Can sit up to two hours continuously.
- **WORKER MOBILITY:** Can change position frequently. Requires bending and/or twisting and/or lifting. Often times on knees and bent over working.
- **WALKING:** Rarely walks one to two miles at a time on uneven ground. Total walking per shift is 70-80 percent. Walking occurs in slippery conditions, in mud, on rock, and on uneven ground.
- **LIFTING/CARRYING:** Lifts 21-50 lbs. frequently.
- **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 types of pollen, depending on location, season or climatic conditions. Bee/wasp stings, animal bites or poison oak may also occur.