

CODE: 1703
FLSA: Non-Exempt
GRADE: 12

TOWN OF CLOVER, SC
JOB DESCRIPTION- JANUARY 2014

JOB TITLE: METER READER
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, conducts monthly meter readings per guidelines. Installs and/or repairs new meters. Replaces broken meters. Completes work orders as needed. Assists with water/sewer maintenance operations when directed. Reports to the W/S Maintenance Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Reads water meters monthly according to guidelines.

Connects and disconnects service.

Completes work orders.

Installs new water meters.

Replaces broken or defective water meters.

Assists water maintenance operations:

Repairs or replaces water pipes and sewer lines.

Mows grass around hydrants.

Maintains valves to ensure proper working order.

Replaces asphalt on roads after water/sewer repairs.

Operates jackhammer to remove asphalt and concrete.

Unstops sewer lines.

Connects and disconnects water supply to the public.

Tests water meters for proper working order.

Pours concrete to repair broken sections.

Tests water quality.

METER READER

Investigates and resolves water meter related complaints from the public.
Receives and/or reviews various records and reports such as work orders.

Prepares and/or generates a variety of documents including meter information.

Utilizes a variety of computer software to include Smart Fusion and Meter Read wand.

Interacts and communicates with various groups and individuals such as the public, Supervisors and Town Hall staff.

Operates a variety of machinery and/or equipment such as a mower, concrete saw, jack hammer, etc. as needed.

Utilizes a variety of tools and/or sets of tools such as screwdrivers, cut-off wrenches, channel locks, etc.

Abides by all policies, procedures, rules, etc. associated with the Town's Employee Safety Handbook, including reporting any unsafe situation or act to supervisors and all accidents, injuries or incidents as soon as they occur.

ADDITIONAL JOB FUNCTIONS

Assists Street department as needed.

Installs holiday decorations around Town.

Cleans and maintains Town vehicles.

Breaks down old meters.

Chips limbs and disposes of brush, trash, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma supplemented by a minimum of one year of experience in a job related field, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess a valid state driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force

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frequently or constantly to push, stoop, lift, pull, reach, kneel climb, crawl, crouch, carry or otherwise move objects. Must be able to lift/carry weights of up to 60 pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information, includes the receiving of information and instruction from supervisor.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare/record required records and reports using the proper format punctuation, spelling, and grammar, using all parts of speech.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numeric Aptitude: Requires the ability to use arithmetic such as fractions, decimals, ratios, etc.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to make precise movements with fingers, hands and arms, e.g., typing, keying, data entering, etc.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Perception and Visual Acuity: Requires the ability to recognize specific shades, pitch, shapes, flavors, e.g., plumbing, repairing, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the methods, policies, and procedures of the department as they pertain to the performance of duties of the Meter Reader. Has knowledge of the organization and planning as they pertain to the performance of duties of the position and as reflected in the needs and requirements of the department. Has knowledge of the laws, ordinances,

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standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to make educated decisions related to work and work environment. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to prepare required reports with accuracy and in a timely manner. Has knowledge of the terminology used within the department. Has knowledge of how to maintain effective relationships with employees and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with staff, agencies, the general public, and all other internal and external customers. Is able to recognize problems and potential problems and recommend appropriate solutions. Is able to compile information and present both oral and written reports. Is able to communicate clearly. Has good English usage, vocabulary, spelling, and basic mathematics. Has knowledge of applicable occupational hazards and safety precautions. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

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Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.