

WATER METER READER/SERVICER

General Statement of Duties

A Meter Reader's job involves collecting utility data by reading and recording meter readings for water/sewer services. This includes inspecting meters for damage, reporting issues, and interacting with customers to address access or inquiries.

Key Responsibilities:

- Reads water meters to obtain accurate service use.
- Ensures meters are functioning properly.
- Reports damages or tampering to meters.
- Performs closing meter reads.
- Checks meters in response to customer complaints.
- Picks up locks on routes.
- Utilizes and understands meter reading software and functionalities.
- Enters and processes work order information related water issues.
- Performs other maintenance work as assigned.
- Supports the relationship between the City of Mercedes and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.
- Other duties as assigned

Minimum Qualifications

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND one year of meter reading experience. Experience utilizing Kampstrup or similar meter reading software is highly desirable.

Knowledge of

- City organization, operations, policies, and procedures.
- Utility meter reading.
- Geography of the City.
- Customer service standards and protocols.

Skill in

- Following verbal and written instructions and procedures.
- Communicating effectively verbally and in writing.
- Dealing tactfully and courteously with the public.
- Establishing and maintaining cooperative working relationships with supervisors and co-workers.

- Operating a personal computer and other automated devices.

License and Certification Requirements

A valid Texas State Driver's License is required.

Physical Demands and Working Environment

Work is performed in an outdoor work environment. May be exposed to dangerous machinery, extreme weather conditions and hazardous chemicals. May be required to climb stairs. May be required to lift and carry items weighing up to 50 pounds.

Job Evaluation Manual

This job description summarizes essential job functions and minimum job requirements for entry level work. The job description illustrates typical job duties and type of work that is customarily assigned and performed in this position. However, this job description does not represent every aspect of the job nor does it guarantee permanent employment, as all positions with the City of Mercedes are employment at will positions. Job descriptions are subject to periodic update. Immediate modifications may be made to include corrections on standard wages or salaries if necessary. The City reserves the right to change work assignments, work schedules and other aspects of a job. Official job descriptions are maintained and available from the Human Resources Department. The City of Mercedes is an Equal Employment Opportunity Employer.