

CITY OF DALY CITY
JOB SPECIFICATION

APPROVED BY
PERSONNEL BOARD: 02/08/2007
CITY COUNCIL: 02/26/2007
RES. NO.: 07-35

LEAD METER READER

DEFINITION

Under general supervision, to provide customers with prompt, efficient and courteous service; to assist Water Office personnel in monitoring telephone calls for service and/or complaints; to supervise and assist meter readers in field and in office as required; to provide response to critical customer service problems which require technical knowledge and diplomacy; and to participate in efforts toward collection of delinquent accounts.

EXAMPLES OF DUTIES

Answers customers' questions on water service matters. Supervises meter readers by training new meter employees, making route assignments, monitoring performance and assisting with the preparation of performance appraisals. Does meter reading while walking an average of five miles per day; makes customer service changes, including routine and delinquent service turn-on and turn-off; makes minor meter repairs and acting as liaison between meter readers and meter repair services; assists in clerical operations in billing and collecting for services.

MINIMUM QUALIFICATIONS

Knowledge of: Meter reading procedures, general office practices and computer use; effective public relations and supervisory techniques.

Ability to: Learn and understand required computer software applications. Supervise other employees. Follow office procedures relating to billing for service, maintaining accurate records. Deal with co-workers and customers in a tactful, courteous, attentive way, using good judgment in public relations. Analyze work procedures and processes and make constructive suggestions for improvements. Interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

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Experience: Two years of fulltime experience in providing direct, effective customer service. Experience in reading water meters or similar usage measurement devices is desirable.

Education: Graduation from high school or equivalent.

License: Possession of a valid Class C California Driver's License.

Physical Requirement: Lift up to 50 pounds utilizing proper safety techniques and consistently walk approximately 5 miles in a six to seven hour period in various terrain and weather conditions.

R: 02/07