

Truckee Donner Public Utility District  
Job Description

**Job Title:** Meter Reader/Customer Service Representative  
**Department:** Administrative Services  
**Reports To:** Meter Reader Coordinator  
**Occupational Group:** Administrative Services  
**FLSA Status:** Non-exempt

**Job Summary** Under direct supervision of the Meter Reader Coordinator, reads electric and/or water meters to record usage for residential and commercial customers; connects and disconnects meters; and provides efficient and courteous service to all inquiries by the electric and water customers of the District by performing the following duties.

**Essential Duties and Responsibilities**

- (a) Walks or drives vehicle over established route and records meter readings.
- (b) Inspects meters and connections for defects, damage, hazardous situations, and unauthorized connections and reports these conditions to the Meter Reader Coordinator.
- (c) Verifies readings of abnormal consumption and records reasons for fluctuations.
- (d) Delivers delinquent and/or disconnect notices to customer locations per District policy.
- (e) Turns services off or on per service order requests or for non-payment of charges.
- (f) Performs inspections of services to comply with GO165 regulations.
- (g) Answers incoming calls; assists customers by phone or in person; takes requests and prepares paperwork for customer requests; coordinates service work for electric and water crews.
- (h) Contacts customers by phone or by letter as needed.
- (i) Performs other duties as assigned.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required.

1. A high school diploma or equivalent is required.
2. Experience in reading meters and dealing with the public would be helpful; must be able to learn to accurately read electric and water meters within 90 days of appointment.
3. Must have a basic knowledge of mathematics and the ability to perform basic calculations.
4. Ability to read and comprehend instructions, correspondence and procedure manuals.
5. Basic computer skills, including Excel, Word and Outlook are required.
6. Ability to write correspondence using correct grammar, spelling and punctuation.
7. Must have a valid Class C driver's license.
8. Excellent customer service skills; friendly, courteous, and helpful..
9. Ability to communicate with customers and co-workers using tact and diplomacy; ability to handle tense situations and keep emotions under control.
10. Ability to analyze facts and circumstances and resolve problems.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit for long periods of time while driving; to walk over uneven terrain; use hands and fingers to handle or feel; to talk and to hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl to obtain access or pull meters. The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision and distance

vision for driving.


**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee regularly works inside and outside, and at times, in extreme weather conditions. The employee is regularly at risk of electrical shock. The employee is occasionally exposed to high, precarious places; fumes or airborne particles and vibrations. The noise level in the work environment is usually moderate. The employee has regular contact with dogs. The employee has normal work hours; although, overtime is sometimes required, including call-outs during emergency situations.

  
Approved \_\_\_\_\_

  
Date \_\_\_\_\_

Union Review:  \_\_\_\_\_

Date:  \_\_\_\_\_