



Public Utility District No. 1 of Pend Oreille County

An Equal Opportunity Employer

Meter Reader

Department/Location:	Meter Reading/Newport	FLSA Status:	Hourly/Non-exempt
Reports To:	Director of Customer Services	Grade:	N/A, Union
Supervises:	N/A	Revision Date:	06/01/2022

Job Description

Provide prompt, efficient and courteous meter reading services that will meet District requirements and promote good will between the District and its customers.

Essential Functions:

- Accurately read electric and water meters and correctly enter those readings into the appropriate software program.
- Detect and promptly report signs of tampering, broken seals, inaccessible meters, theft, abnormal usage and hazard conditions.
- Install, remove, disconnect, reconnect and change out single-phase 1S and 2S meters as requested.
- Assist with credit/collection activities.
- Check meters for accuracy. Replace obsolete or defective meters on a scheduled or as-needed basis (depending on circumstance).
- Recommend changes in meter reading routes, and other processes/procedures that might improve quality or efficiency.
- Operate and maintain meter reading equipment and vehicles assigned in a safe and responsible manner.
- Locate District power, communication and water facilities on an as-needed basis.
- Maintain positive, diplomatic and cooperative relationships with the public and all District personnel.
- Install, replace, and/or program meter reading modules.
- Complete a daily review of meter reading validity using the appropriate computer software, troubleshoot reporting problems, and create needed service orders to resolve found issues.
- Utilize the appropriate software to process and close service orders.
- Maintain proficiency with all new and updated metering technologies utilized by the District.

Other Duties:

- Must work directly or indirectly with District customers on a regular, ongoing basis. Must provide a high level of professional, prompt, efficient, accurate, courteous, and reliable service in such a manner as to reflect favorably on the District and to ensure high quality service to District customers.
- Maintain complete confidentiality of customer information.
- Understand and demonstrate a commitment to the P. U. D.'s mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors, and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Perform other duties as assigned.



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Minimum Training & Experience Required

- Ability to safely and efficiently operate vehicles, meter reading devices and related software.
- Ability to perform basic arithmetic tasks related to the meter reading function; in addition, must be able to legibly write and record information.
- Demonstrated ability to work independently and efficiently. Ability to work with the public under sometimes difficult/stressful circumstances.
- Ability to meet physical demands, including but not limited to extended periods of driving and traversing (walking/climbing) over variable terrain conditions to locate and read meters. Must be able to work in variable (and sometimes severe) weather conditions. Must be able to lift/carry 15 lb. loads. Should feel comfortable and demonstrate good judgment in encountering and working with domestic animals and other potential hazards.
- These qualifications are usually exhibited by a person with a high school diploma and practical experience meeting/working with the public and performing job functions in a field (outdoor) work environment.
- Possession and maintenance of a valid state driver's license is required.

Other requirements if box is checked

- Valid driver license
- Professional license or registration
- Post-offer drug test
- Post-offer background check
- Apprenticeship or other education/training required as a condition of employment, progression or advancement

Physical Requirements

- Work environment is split between office which is sedentary in nature, and outside work which exposes employee to uneven terrain and weather elements, including climate extremes (temperature, precipitation, wind, etc.).
- Frequent use of a computer and exposure to terminal screens.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequently handle material of moderate weight, up to 15 pounds and occasionally 25 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium intensity and long duration.
- Under regular pressure to meet deadlines, perform tasks with a high degree of accuracy, process a large volume of work and resolve issues related to business needs of the District.
- Outside the office, employee will be required to wear Personal Protective Equipment (PPE) such as hard hats, insulated gloves, earplugs and respirators according to the requirements of the environment or the particular task.



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Approvals:

General Manager

Date

Human Resources Manager

Date

IBEW Business Representative

Date

Public Utility District No. 1 of Pend Oreille County is a publicly owned municipal corporation organized under the laws of the State of Washington. The primary purpose of the PUD is the efficient generation, transmission and distribution of electrical energy, as well as the provision of water and wholesale broadband services. The PUD serves the residents of Pend Oreille County and operates on revenues from the sales of its utility services. Employment at Pend Oreille County Public Utility District is at-will. This job description is not a contract of employment. The District has the right to modify, change, or eliminate portions of the job description in relation to District needs. Signing of this document is an acknowledgement of responsibilities assigned to this position.