

Title: Meter Service Worker
PG: 013
Status: Civil Service
Position Reports to: Field Service Supervisor
Department: Lakeland Electric

Class Code: 7038
Date: 10/09

GENERAL DESCRIPTION OF CLASS:

This is skilled field work involving the connection and disconnection of electric and water meters for utility service at the customer location. Work is assigned and reviewed by a Field Service Supervisor through conferences and inspection of reports and records.

ESSENTIAL FUNCTIONS:

1. Makes water and electric power connections for new customers and restores same to customers paying delinquent accounts.
2. Turns meters on and off; reads electric and water meters; inspects and changes electric meters for maintenance/damage.
3. Keeps accurate records of all work performed; enters appropriate work order information into the computer when work is completed.
4. Disconnects service for delinquent accounts. Inspects meters for signs of tampering or bypassing. Assists in theft investigations and appears in court as ordered.
5. Turns circuit breakers on and off and makes repairs to meter sockets as required.
6. Selects the proper meter for installation; installs meters; installs dual meter devices for test purposes; installs grounding devices or surge protectors.
7. Responds to emergency requests as required.
8. Maintains excellent public relations with customers and the general public.

ADDITIONAL RESPONSIBILITIES:

1. May assist revenue protection investigator.
2. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of hazards regarding meter connection and disconnection.
2. Knowledge of the methods and procedures used in connection and disconnection of electric and water service.
3. Skill in performing meter connection and disconnection safely.
4. Skill in reading various types of electric and water meters accurately.
5. Skill in recording information from meter readings accurately.
6. Skill in the use of small hand tools.
7. Ability to learn the geography and street locations of the City of Lakeland and read maps.
8. Ability to speak and hear clearly while operating a hand-held radio.
9. Ability to work outdoors in all types of weather.
10. Ability to operate City cars and trucks safely.
11. Ability to walk over all types of terrain to access meters.
12. Ability to maintain effective working relationships with supervisor, co-workers, other City employees, and the general public.

WORKING ENVIRONMENT/CONDITIONS:

Requires physical work that involves walking most of the time, lifting up to 25 pounds on a recurring basis and repetitive entries into an electronic meter reading device. Requires walking over uneven terrain, climbing stairs, stooping, stretching, reaching, crouching and bending over repetitively. Will require entering and exiting a City vehicle up to 300 times a day. Exposure to

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hot/cold temperatures, adverse weather conditions, heights, bright/dim lights, intense sunlight glare, and wet, humid conditions may be encountered during the performance of job duties. Job risks include contact with aggressive animals, insects and reptiles, as well as, walking uphill/downhill in slippery, muddy conditions. The job requires normal visual acuity, field of vision, hearing, speaking, color perception, and depth perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. High school diploma or its equivalent.
2. One (1) year of experience as a meter reader or related work.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state of Florida driver's license at all times while in the classification.
2. Must be willing to maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.