

Title: Meter Reading Route Management Coordinator
PG: 38
Status: Non-Civil Service
Position Reports to: Manager of Field Service
Department: Lakeland Electric Customer Service

Class Code: 6102
Date: 09/09

GENERAL DESCRIPTION OF CLASS:

This is a responsible, technical and lead position directing the routing of the meter reading function. Work involves meeting daily, weekly, and monthly work objectives by guiding, assisting, monitoring and reporting on meter reading route times and adherence to meter reading bill and read schedules.

Routing - An employee in this classification is responsible for overseeing the correct routing and maintenance of electric and water accounts and routes. Work also involves planning and forecasting route assignments; timely completion of work orders; and producing operational and management reports.

ESSENTIAL FUNCTIONS:

1. Monitors the operation and maintenance of meter reading route management hardware and software system.
2. Records, reports and evaluates meter reading routes while ensuring routes are designed for daily completion.
3. Performance statistical analysis of individual and system-wide route times.
4. Insures routes are built so that work load is equalized among meter readers.
5. Uses meter reading route management system to equalize routes, may also utilize field visits in order to insure meters are routed correctly.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of the regulations, policies, and procedures associated with meter reading functions.
2. Knowledge of local geography and street locations of the area serviced by the department.
3. Skill in the use of personal computers.
4. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public.
5. Ability to plan, supervise, communicate, coordinate, assign and evaluate multiple tasks and functions.
6. Ability to prepare reports and communicate effectively, both verbally and in writing.
7. Ability to work outdoors in all types of weather over all types of terrain.

WORKING ENVIRONMENT/CONDITIONS:

Requires active work that involves walking or standing on daily basis. Requires the ability to exert up to 50 pounds of force on a recurring basis. The job risks exposure to electrical shock, adverse weather conditions, traffic, extreme hot/cold temperatures, bright/dim light, dusts, pollen, fumes/noxious odors, wet and or humid conditions. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. High school diploma or its equivalent.
2. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
3. Completion of City University Level one (1) or completion within twelve (12) months.

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SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state of Florida driver's license.
2. Must possess and maintain a valid phone 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.