

**Title:** Meter Reader  
**PG:** 004  
**Status:** Civil Service  
**Position Reports to:** Field Service Supervisor  
**Department:** Electric

**Class Code:** 6049  
**Date:** 10/09

**GENERAL DESCRIPTION OF CLASS:**

This is highly physical work in support of Lakeland Electric's Field Services Division. Work involves the accurate reading of electric and water meters of utility customers. Work includes walking over uneven terrain in all types of weather, bending over, crouching and lifting up to 25 pounds repetitively to access meters. An employee in this classification will have frequent public contacts involving customer complaints as well as exposure to various animals and insects. Work is assigned and reviewed by a Field Service Supervisor through written/oral communication, inspection of records and number of meters read correctly.

**ESSENTIAL FUNCTIONS:**

1. Reads electric and water meters on assigned routes and records readings into an electronic handheld device.
2. Makes necessary additional data input to update account records or generate work orders as required.
3. Checks to determine consistency of meter readings and reports unusual circumstances to a supervisor and/or customer.
4. Checks to see that electric meters are registering properly and reports any malfunctions and diversions.
5. Reports violations governing water consumption and defects in water meter.
6. Drives a City vehicle up to 50 miles daily.
7. Listens to customer complaints and directs customer to appropriate city department or supervisor.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Ability to accurately read various types of electric and water meters.
2. Ability to accurately record information from meter readings.
3. Ability to learn the geography and street locations in the service area.
4. Ability to use an electronic handheld device to repetitively input readings and additional data up to 8 hours daily.
5. Ability to read maps and city street directories.
6. Ability to perform general office duties to include completing work order forms, filing, using the copy machine, etc.
7. Ability to read city policies, procedure updates, equipment manuals, etc.
8. Ability to work outdoors in all types of weather up to 8 hours daily.
9. Ability to speak and hear clearly while operating a hand held radio.
10. Ability to follow oral and written directions/instructions.
11. Ability/Willingness to safely operate a City vehicle.
12. Ability/Willingness to maintain effective public relations with utility customers, the general public, co-workers, and other City employees.
13. Ability to identify different colors.
14. Knowledge of basic mathematical functions (addition, subtraction, multiplication, and division) in order to calculate electric/water consumption.

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**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 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.

**QUALIFICATION (EDUCATION, TRAINING AND EXPERIENCE):**

1. High school diploma or its equivalent.

**SPECIAL REQUIREMENTS:**

1. Must possess and maintain a valid state of Florida driver's license.
2. Must possess and maintain a valid contact telephone number in order to be reached when necessary.
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.