

**Title:** Meter Reading Coordinator  
**PG:** 38  
**Status:** Civil Service  
**Position Reports to:** Field Services Supervisor  
**Department:** Lakeland Electric

**Class Code:** 6051  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is a responsible, technical and lead position directing the routing and field activities of the meter reading function. Work involves meeting daily work objectives by guiding, assisting, monitoring and reporting of work group performance and maintaining good customer relations.

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

Team Leader - An employee in this classification coordinates the field activities of the work group. Work involves ensuring daily route and zone completion. Work also involves responsibility for proper and timely training of new meter readers.

**ESSENTIAL FUNCTIONS:**

1. Monitors the operation and maintenance of meter reading hardware and software system; electronic reception and transmittal of data for billing.
2. Coordinates and evaluates training procedures for new meter readers.
3. Performs all functions as required of meter readers.
4. Records, reports and evaluates meter reading activities while ensuring daily completion of routes and coordinating route equalization.
5. Resolves customer complaints concerning meter readers.
6. Maintains inventory of supplies and equipment for meter readers.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs duties of Field Services Supervisor as needed.
2. May assist Field Services Supervisor with special projects and assignments.
3. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Extensive 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 speak and hear clearly while operating a hand held radio.
7. Ability to prepare reports and communicate effectively, both verbally and in writing.
8. 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 most of the time.  
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.

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

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

**SPECIAL REQUIREMENTS:**

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