



CITY OF SENECA
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SENECA LIGHT & WATER - POSITION DESCRIPTION

SERVICE / METER READER SUPERVISOR

GENERAL PURPOSE

Supervises meter reading operations for Seneca Light and Water. Reports to the Engineering Department Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Supervises meter reading operations.

- Ensures that all electric and water meters are read correctly.
- Ensures that each employee has the tools and equipment they need to perform their job correctly.
- Fills in when an employee is absent.
- Data logs meters as necessary.
- Trains new employees.
- Works closely with Billing Supervisor to ensure that meters are read correctly.
- Is available after-hours for service calls as required.

Rereads meters as needed.

- Rereads meters that have high and low readings to ensure they are correct.
- Reads meters that meter readers could not read.
- Puts meters in the right cycle and route.
- Connects and disconnects customers moving in and out of town
- Disconnects customers for non-payment of accounts.
- Disconnects water meters if customers have a leak.
- Assists customers who may have problems with their electric or water service.
- Sets electric and water meters when ready for service to be connected to various meters.

Assists other departments when needed with meter change-outs, water leaks, and locating meters.

Picks up and delivers mail to the post office in the afternoon.

PERIPHERAL DUTIES

Is required to fill in for other positions in the department.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) High school diploma or GED; and
- (B) Five (5) years of experience in utility construction, plumbing or related field; or
- (C) Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- Working knowledge of data entry; working knowledge of basic arithmetic;
- Skill in operating listed tools and equipment.
- Ability to perform and record arithmetic computations accurately and quickly.
- Ability to accurately read and record data from various type of meter dials.
- Ability to communicate effectively verbally and in writing.
- Ability to work in inclement weather.
- Ability to establish successful working relationships.
- Ability to work with angry or difficult customers.

SPECIAL REQUIREMENTS

Must possess a valid SC Driver's License.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injuries or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed and employees are properly trained.

TOOLS AND EQUIPMENT USED

Charts, Entry Books, File Cabinets, Pens, Pencils, Electronic Meter Reading Device, Truck, Hand Tools, Spades, Water Dip Cups, Pumps, Saw, Paint, Hedge Trimmers, Work Orders, Route Maps, Shovels, Wrenches, Instruction Manuals, Water Pump, Itron Device

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described are representative of activities required and work environment encountered while performing the essential functions of this job. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.

- The employee is occasionally required to reach with hands and arms.
- The employee constantly is required to stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls.
- The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.
- The employee regularly works in outside weather conditions.
- The employee is frequently exposed to wet and/or humid conditions.
- The employee is occasionally exposed to brown recluse spiders, black widows, dogs, snakes, and insects and risk of electrical shock.
- The noise level in the work environment is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.