

## METER READER 2

Job Code	Pay Grade
17010	CL8

### Nature of Work

This is field work investigating complaints about water bills, collecting delinquent water and sewer accounts, turning meters on or off, meter reading, and related assignments. An employee in this class assists in the collection of delinquent accounts and identifying property owners. Duties are performed both in the field and office. Work involves frequent contact with the public but is performed in accordance with established schedules and procedures. An employee may be promoted to this class after completion of the career ladder requirements and the approval of the department director. Employees normally work independently on field assignments but consult with the supervisor on more difficult issues and problems. The position reports to a manager, supervisor or designee.

### Minimum Qualifications

- 2 years experience in field and investigative work in a similar or related work activity; or
- 2 years in vocational training, technical training or college level courses; or
- An equivalent combination of education, training and/or experience.

### Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line nonsupervisory career ladder position within the same organization or department.
- Sufficient physical strength and agility to permit walking or driving all day under varying weather conditions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Maintains follow-up on delinquent customers' accounts; collects and accounts for delinquent accounts.
- Investigates complaints regarding water and sewer bills, inspects for leaks or other possible causes; removes and resets meters and makes field repair of meters when required.
- Verifies meter readings before installation or termination of service; turns meter on or off as requested.
- Reads meter routes by using electronic devices.
- Checks address and description to determine ownership for sewer connections.
- Makes field investigations by contacting property owners, contractors, and others responsible for paying utility service charges; explains regulations.
- Researches records to establish property ownership.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of county geography.
- Knowledge of county utility billing practices and procedures.
- Ability to apply computer applications and software.
- Ability to make minor decisions in accordance with laws, ordinances, regulations and departmental policies and procedures.
- Ability to express oneself clearly and concisely, orally and in writing.
- Ability to accurately read water meters using electronic devices.
- Ability to conduct research.

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Revised	EEOC Code	Overtime Code
2/15	Service Maintenance	Classified