

Approved November, 2009  
Proposed September, 2018

**CITY OF SANTA CLARA, CALIFORNIA**  
**METER READER**  
**(595)**

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Graduation from high school or possession of a GED
- One (1) year of public contact experience

Desirable Qualifications:

- Experience working on a route and using a handheld device is desirable.
- Knowledge of basic computer skills is desirable.

**LICENSE**

Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

**DISTINGUISHING CHARACTERISTICS**

Under general supervision, reads between 500 and 1,200 analog and/or digital residential, commercial and industrial water and electric utility meters daily over a pre-determined route. Ensures the accuracy of readings entered into a hand-held data entry terminal. Incumbent must have a high degree of independence, motivation and a high regard for customers and their property.

**TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Under general supervision:

- Reads water and electric meters located on the customer's property
- Enters readings, access information, trouble codes and other data into a handheld meter data recorder with some readings requiring basic mathematical calculations
- Respects the property of others when entering the yards, homes, or buildings of customers
- Drives a City vehicle, walks long distances, climbs stairs, lifts water meter box covers, heavy gratings covering industrial water meter vaults, trap doors, and opens and closes heavy gates and doors
- Visually inspects meters and reports hazardous circumstances (e.g. dangerous meter locations, abnormal utilities, cut or missing seals, broken glass, inoperative meters, exposed electrical wiring, open or broken water or curb meter boxes, etc.) to electric and/or water meter shop so the condition can be remedied
- Reports non-standard meter conditions (e.g. meters which appear to have been tampered with etc.,) low hanging wires, sidewalk displacement to supervisor
- Interacts with customers to gain access to their premises, answers questions and/or explains reason for entry

## **METER READER (continued)**

- Manually resets Electric Demand Meters as required
- Reports citizens' complaints to supervisor and electronically updates customer accounts accordingly
- Explains electrical service procedures to customers; refers questions to proper departments as necessary
- Answers general questions regarding billing or other utilities-related subjects Performs other related duties as assigned

### KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Basic mathematical calculations
- Environmental and safety practices, procedures and standards

Ability to:

- Operate a handheld device and utilize appropriate software
- Perform simple arithmetical calculations quickly and accurately
- Learn to read water and electric meters
- Record readings and service orders by entering data through a 10-key pad of a handheld device
- Interact with dogs without fear or hesitation
- Communicate effectively, both orally and in writing
- Learn departmental procedures and programs
- Deal tactfully and courteously with others, including coworkers, supervisors and the general public
- Establish and maintain effective working relationships with those contacted in the course of work
- Work in a team-based environment and achieve common goals
- Remain calm under stress
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Work without direct supervision for long periods of time
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, kneel, climb and lift as necessary to perform assigned duties
- Perform physical labor including lifting up to 50 pounds of static weight

### SUPERVISION RECEIVED

Works under the general direction of the Utility Field Services Supervisor or higher level classifications as assigned.

### SUPERVISION EXERCISED

May assist in the training of other meter readers.

### OTHER REQUIREMENTS & SPECIAL CONDITIONS

- Eyesight capable of reading meters from a distance.
- Incumbents may be required to work in inclement weather.
- May be required to work shifts, weekends, and odd and unusual hours in the performance of duties and emergency situations.

- Frequent daily contact with dogs.
- Must be able to perform all of the essential functions of the job assignment.

LEGEND:

*Additions*

~~Deletions~~

Approved November, 2009

*Proposed September, 2018*

## CITY OF SANTA CLARA, CALIFORNIA

### METER READER

(595)

#### EDUCATION AND EXPERIENCE

Minimum ~~Requirements~~ *Qualifications*:

- Graduation from high school or possession of a GED ~~and~~
- One *(1)* year of *public contact* experience ~~in a position requiring frequent public contact~~

Desirable Qualifications:

- Experience working on a route and using a handheld device *is desirable*.
- *Knowledge of basic computer skills is desirable*.

#### LICENSE

Possession of a valid California Class C driver's license is required at time of appointment *and for the duration of employment*.

#### DISTINGUISHING CHARACTERISTICS

Under general supervision, reads between 500 and 1,200 analog and/or digital residential, commercial and industrial water and electric utility meters daily over a pre-determined route. Ensures the accuracy of readings entered into a hand-held data entry terminal. Incumbent must have a high degree of independence, motivation and a high regard for customers and their property. ~~Basic computer skills are required.~~

#### TYPICAL DUTIES

*Duties may include, but are not limited to, the following:*

~~Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.~~

*Under general supervision:*

- Reads water and electric meters ~~which are~~ located on the customer's property
- Enters readings, access information, trouble codes and other data into a handheld meter data recorder with some readings requiring basic mathematical calculations
- Respects the property of others when entering the yards, homes, or buildings of customers
- Drives a City vehicle, walks long distances, climbs stairs, lifts water meter box covers, heavy gratings covering industrial water meter vaults, trap doors, and opens and closes heavy gates and doors
- ~~Reports citizens complaints to supervisor and electronically updates customer account accordingly~~
- ~~Manually resets Electric Demand Meters as required~~

## METER READER (continued)

- Visually inspects meters and reports hazardous circumstances (e.g. dangerous meter locations, abnormal utilities, cut or missing seals, broken glass, inoperative meters, exposed electrical wiring, open or broken water or curb meter boxes, etc.) to electric and/or water meter shop so the condition can be remedied
- Reports non-standard meter conditions (e.g. meters which appear to have been tampered with etc.,) low hanging wires, sidewalk displacement to supervisor
- Interacts with customers to gain access to their premises, answers questions and/or explains reason for entry
- *Manually resets Electric Demand Meters as required*
- *Reports citizens' complaints to supervisor and electronically updates customer accounts accordingly*
- *Explains electrical service procedures to customers; refers questions to proper departments as necessary*
- ~~May a~~ Answers general questions regarding billing or other utilities-related subjects
- Performs other related duties as assigned

## KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Basic mathematical calculations
- Environmental and safety practices, procedures and standards

Ability to:

- ~~Use~~ Operate a ~~personal handheld computer~~ device and utilize appropriate software
- ~~Make~~ Perform simple arithmetical calculations quickly and accurately
- ~~Keep simple records~~
- Learn to read water and electric meters
- Record readings and service orders by entering data through a 10-key pad of a handheld device computer
- Interact with dogs without fear or hesitation
- ~~Follow oral and written instructions~~
- Communicate effectively, both orally and in writing
- ~~To~~ Learn departmental procedures and programs
- Deal tactfully and courteously with others, including coworkers, supervisors and the general public
- Establish and maintain effective working relationships with those contacted in the course of work
- Work in a team-based environment and achieve common goals
- *Remain calm under stress*
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- ~~To~~ Work without direct supervision for long periods of time
- Walk or stand for extended periods of time
- ~~Walk 8 to 12 miles per day at a moderately rapid pace in all weather conditions and carry handheld computer, rod for opening meter covers, flashlight and other equipment~~
- Bend, stoop, reach, carry, crawl, kneel, climb and lift as necessary to perform assigned duties
- Perform physical labor including lifting up to 50 pounds of static weight

## METER READER (continued)

### SUPERVISION RECEIVED

Works under the general direction of the Utility Field Services Supervisor or higher level classifications as assigned.

### SUPERVISION EXERCISED

May assist in the training of ~~inexperienced~~ *other* meter readers ~~s-employees~~.

### OTHER REQUIREMENTS & SPECIAL CONDITIONS

- Eyesight capable of reading meters from a distance.
- *Incumbents may be required to work in inclement weather.*
- May be required to work shifts, weekends, and odd and unusual hours in the performance of duties and emergency situations.
- *Frequent daily contact with dogs.*
- Must be able to perform all of the essential functions of the job assignment.