



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 524.6

Job Title: **METER READER**

Pay Grade: 7

GENERAL SUMMARY:

Performs a variety of responsibilities related to reporting and controlling water consumption used by commercial and residential customers.

RESPONSIBILITIES:

- Reports water consumption by locating, testing and reading water meters to ensure accurate reports. Enters information into handheld computer.
- Distributes written notification for unauthorized service.
- Identifies and reports illegal connections, leaks in mains or meters through routine inspections.
- Removes dirt from meter boxes to ensure accessibility at all times.
- Digs out valves in order to disconnect or connect services.
- Investigates billing complaints to resolve discrepancies.
- Identifies and reports unsafe conditions, such as damaged or missing meter boxes or lids.
- May operate and maintain equipment such as mini-vac, chain saws and vehicles.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

No experience is required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:

The position involves considerable physical exertion, such as regular climbing of ladders, lifting of heavy objects (up to 80 pounds) on a highly frequent basis and/or assuming awkward positions for long periods of time.

WORK ENVIRONMENT:

There are frequent exposures to extreme levels of temperature, air pollution, noise pollution, chemical gases and substances, and/or contagious diseases or physical trauma conditions of a short-term disabling nature, such as broken bones or temporary loss of sight or hearing.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Meter Reader
Water Service Inspector I
Water Service Inspector II
Water Service Inspector III

Effective: October 1990

Revised: April 1996