

# Position Description

<b>Title</b>	Meter Reader
<b>Band</b>	2
<b>Location</b>	Newhaven Head Office, Phillip Island
<b>Department</b>	Customer Relations
<b>Division</b>	Customer and Community
<b>Reports To</b>	Senior Meter Reader
<b>Direct Reports</b>	Nil

The Meter Reader is responsible for undertaking meter readings in accordance with designated routes, uploading meter reads, inspecting meters for damage, restricting water supply at the meter as required, monitoring for abnormal usage and leaks, and interacting with customers in a friendly, courteous and professional manner.

## Key Responsibility Areas

- Conduct meter readings consistent with designated routes and special meter read requests.
- Inspect and monitor meters for damage and abnormal usage.
- Input meter reading data into handheld devices
- Support the account and collection process through the restriction of water supply for non payment, including removal of restrictors.
- Assist in the coordination of meter reads to meet billing deadlines as required.
- Provide quality customer service support and assistance requiring the exercising of sound judgement, initiative and maintenance of confidentiality in the performance of work.
- Other duties as directed by the Senior Meter Reader within the requirements of the position.

## Qualifications and Experience

- Experience in a relevant customer service setting is not mandatory, but will be highly regarded.

## **Management and Interpersonal Skills**

The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.

All positions necessitate skills in managing time and planning and organising one's own work

Positions in this band require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.

Employees in this band require skills in written communication to enable the preparation of routine correspondence and reports if required.

## **Accountability and Extent of Authority**

Some positions in this band are essentially doing jobs and are often the providers of information to clients and/or information and support to more senior employees. Some positions may also supervise resources including other employees and/or regulate clients.

The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

Employees in this band should have sufficient freedom to plan their work at least a week in advance.

The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

## **Judgement and Decision Making**

In these positions, the objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and advice would usually be available within the time required to make a choice.

## **Specialist Knowledge and Skills**

An understanding of the relevant technology, procedures and processes used within their operating unit.

An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.

Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

## Primary Physical Requirements

**Sitting:** the employee is required to sit for extended periods of time.

**Standing:** the employee is required to remain on his or her feet in an upright position for extended periods of time.

**Climbing:** the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required.

**Walking:** the employee is required to walk varying distances during the course of his or her work.

**Lifting / Carrying:** the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work.

**Pulling / Pushing:** the employee is required to exert force to push or pull objects during the course of his or her work.

**Gripping / Grasping:** the employee is required to regularly pick up and grip objects.

**Reaching:** the employee is required to reach for objects.

**Squat / Bend / Kneel / Stoop and Crouching:** the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time.

**Speaking / Hearing / Seeing:** the employee is required to hear, see and communicate work related instructions.

**Driving:** the employee is required to drive cars and 4WDs.

## Key Selection Criteria

- Demonstrated experience in customer service and administrative processes;
- Demonstrated capability and experience in using computer applications to collect and maintain complete and accurate customer data;
- Demonstrated capability and experience in the use of computers in particular Microsoft applications Word and Excel;
- Ability to work independently with demonstrated ability to work as part of an effective team
- Sound communication and interpersonal skills
- Demonstrated capability to follow detailed procedures or instructions to meet compliance obligations
- A current Victorian driver's licence