

JOB DESCRIPTION

Position Title: Customer Serviceman/Meter man

Department: Field

Starting Pay Grade: 2

General Description of Work

Responsible for reading customer's water meters and related duties relative to consumers which include, but are not limited to, turn ons and turn offs of delinquent customers and customers terminating or starting services; thawing meters in cold weather; testing and repairing meters; preparing and maintaining results of tests; and checking customer complaints. Performs duties in various weather conditions and may be required to work more than forty hours per week if an emergency exists. The duties range over a large variety of District activities, including light and heavy physical labor, indoor and outdoor work, and work in groups or alone, depending on the nature of the assignment.

Responsible for all meter reports to local, state and federal agencies, and prepares and maintains all records of new and old meters, meter changes, customer terminations, turn ons, turn offs, and new customer services.

Duties:

The duties range over a large variety of District activities, including light and heavy physical labor, indoor and outdoor work, and work in groups or alone, depending on the nature of the assignment. Primary duty is to read meters, perform turn ons and turn offs, check customer complaints, change meters, maintain meter boxes and pits, test meters and record results; advises supervisory of problems in reading equipment, and with customers. Performs duties with minimum supervision. Operates two-way radio and understands FCC rules. Services and cleans trucks as well as performs manual laboring tasks when needed; cutting of brush and mowing; laying of pipe, water leak repair, and meter reading. Completes daily reports. Required to carry an after hours pager when needed and be on 24 hour call. Does any additional work that may be required or requested. Does any additional work that may be required or requested.

Supervised by Field Supervisor, Construction Supervisor, or General Manager

Skills, Knowledge and Abilities: Ability to communicate effectively with customers and employees; ability to assess the work situation; act in emergency situations and make good judgment decisions. Knowledge of tools, equipment, and vehicles used in the department, math skills; ability to write legibly; some knowledge of water system; knowledge of two-way radio rules and regulations. Physical condition average or above.

Education: High School Diploma or GED equivalent. Ability to read and write. Must be able to pass West Virginia certification for meter repair and testing. Experience in setting meters and some construction principles. Valid West Virginia Driver's License and a PSC Meter Tester Certification required.