



## City of Kansas City, Missouri Job Class Specification

**Job Title:** METER READER

**Department:** WATER

**Job Code:** 5404

**Status:** NONEXEMPT

**Grade:** L-4

### Summary

This is responsible field work in reading water meters, recording meter readings in an electronic recording device, the investigation of water meter readings, billing complaints and inside water leaks, as well as discontinuance of service to accounts with either delinquent water bills or deposits. Possible underground leaks that are detected are referred for action.

Work involves the reading of residential and commercial water meters and the occasional collection of delinquent payments. Work also involves the responsibility for securing information towards resolving problem accounts and billing complaints, discontinuance of service to delinquent accounts and checking water meters and appurtenances for leaks and/or malfunctions. Work requires considerable tact and courtesy in dealing with utility customers and complaints as well as general knowledge of utility operations, policies and practices. Work is reviewed for the degree to which customer complaints are resolved both to the satisfaction of the customer and the City.

### Duties and Responsibilities

- Reads water meters on an assigned route and records readings with a handheld electronic device.
- Reports any defective meters and appurtenances into the handheld electronic device.
- Refers customer concerns that are received to the appropriate unit.
- Read street maps and finds meter locations and addresses.
- Performs rechecks of original reads which resulted in questions and/or complaints.
- Investigates billing complaints by visiting consumer residences; reads and tests meters, checks for leakage, checks toilets for defects, checks related water facilities, talks with consumers in order to determine possible reason for unusual consumption.
- Opens and checks outlets for checking of meter operation, checks flush boxes and valves for proper operation, notifies consumer of on-site problems detected and reports facilities in need of repair.
- Locates and reads meters on hard to find meter vaults and provides new location information where needed; replaces glass on water meters.
- Discontinues service to accounts with either delinquent bills or deposits which may include locating, digging up and/or cleaning out curb boxes or meter vaults in order to effect turn-off.
- Performs related duties as assigned.

### Technical Skills

- Must demonstrate ability to use handheld electronic devices as required. The employee is expected to be able learn the use of the required tools for performing the duties of the job. Must demonstrate ability to read a street map utilizing knowledge of direction.
- Must demonstrate ability to perform addition, subtraction, multiplication and division of whole numbers.

<b>Education and Experience</b>	High school graduation.
<b>Certificates/ Licenses/Special Requirements</b>	<ul style="list-style-type: none"><li>▪ Must possess of a valid State –issued driver's license in accordance with the City of KCMO policies.</li><li>▪ May be required to possess a valid CDL (Commercial Driver's License) Class A, B or C issued by the State of Missouri prior to the end of the employee's probationary period (appropriate CDL will be determined by the department).</li><li>▪ Must pass a physical examination as prescribed by the City.</li><li>▪ Will be required to pass a preemployment drug screen.</li><li>▪ Must pass a background check as prescribed by the City.</li></ul>
<b>Supervisory Responsibility</b>	None
<b>Supervision Received</b>	Work is performed under general supervision.  Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.
<b>Created</b>	9/06
<b>Revised</b>	8/2022 , 01/2024