

MIDDLE TENNESSEE NATURAL GAS UTILITY DISTRICT
JOB DESCRIPTION

Position: **Meter Reader** Labor Grade: _____

Department: **Customer Service** O/T Status: **Non-Exempt**

Supervises: **No One**

Reports to: **Office Manager** Approved _____ by/Date: _____

JOB SUMMARY:

The Meter Reader is the first line of potential customer contact. To accomplish the mission of MTNG, each contact with our customers must convey professionalism and courtesy by each Meter Reader, which, in turn, reflects a competent organization of integrity and fairness. The image and reputation of the District is determined by the performance and accuracy of the Meter Reader. Meter Readers are to keep customer sensitivity and accuracy first in all job assignments.

Meter Readers will be assigned dedicated vehicles for on the job use only. Vehicles will be parked at local offices after hours. In congested or dense service areas, walking will be essential, and where practical, existing motor scooters will be utilized. Normal work week will be Monday through Friday, 7:00 A.M. to 4:00 P.M. Overtime will required as requested by the Office Manager.

JOB DUTIES (including, but not limited to):

1. Regular scheduled meter reading.
 2. Re-reading meters, as necessary.
 3. Collect delinquent gas and merchandise accounts.
 4. Lock and remove meters for non-payment.
 5. Investigate high bill complaints.
 6. Distribute door hangers.
 7. Paint and perform routine maintenance on meters and related installations.
 8. Weekly and monthly chart changing.
 9. Subject to work assignments as required.
 10. Handle money received from customers, make change and maintain accurate record of such transactions.
 11. Perform any other duties as assigned by supervisor.
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12. Subject to weekend, Holiday, and after hours work whenever called upon.

INTERACTION AND LEVEL OF INDEPENDENCE:

Extensive interaction with customers and the general public. Much interaction with Office Manager and

Customer Service Representatives. Occasional contact with others in the organization at all levels. Works under general supervision. Has no decision-making responsibilities. Requires maximum initiative, attention to accuracy and maximum consideration for customer relations.

REQUIRED JOB SKILLS:

Must be able to properly read various meter dials.

Must read and write legibly.

Must maintain Tennessee drivers license in good standing.

Must be able to use electronic, hand held meter reading devices.

Must be able to interact positively with customers and others within the organization.

Must be able to properly lock and remove meters.

Must know proper procedures for collecting delinquent accounts.

Must be able to handle high bill complaints.

Must be able to understand and apply information.

Interaction with customers dictate a neat and professional appearance at all times. Must wear company uniform.

Must follow instructions.

Must follow MTNG standards and regulatory directives.

REQUIRED PHYSICAL CONDITIONS:

Must be able to bend and stoop.

Must be able to endure walking up to all day.

Must be able to crawl under homes.

Must be able to handle meters and tools.

Must be able to perform lifting and manual labor.

MEASUREMENT CRITERIA:

Subject to random drug testing.

Subject to alcohol testing, post accident or for cause.

MTNG Standard Practice Manual.

Performance appraisals.

Job inspection by: Office Manager, Director of Customer Service, Area Superintendent, General Superintendent, Chief Executive Officer.
