



City of Grants

POSITION DESCRIPTION

POSITION TITLE: Meter Technician/Cashier

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Director

POSITION SUMMARY: The Meter Technician/Cashier primary performs turning water on/off, delivering notices for delinquent accounts shut-offs, meter replacement/maintenance, meter reads, assisting pipes when needed; performs a variety of cashier duties - receiving cash, checks, or credit cards; issues receipts; balances cash on hand with receipts and performs additional related support duties as required.

PRINCIPLE RESPONSIBILITIES/REQUIREMENTS:

The Meter Technician/Cashier must be able to perform, but not limited to, the following essential job duties, with or without reasonable accommodation:

- Services customers and performs cashiering functions.
- Operates computer to enter and receipt utility payments/deposits including online, phone, mail, night drop and in-person.
- Ensures payments are properly coded.
- Handles complaints within the Customer Service Department including billing, maintenance of water and sewer lines and meters and Waste Management.
- Balances cash on hand with receipts.
- Maintains cash box that is assigned.
- Follows established processes and procedures based upon department policies.
- Performs related duties as required such as filing, scanning and shredding documents.
- Performs other duties as assigned.

The Meter Technician must be able to perform, but not limited to, the following essential job duties, with or without reasonable accommodation:

- Responsible for ensuring the accuracy of water meters.
- Performs maintenance on City water meters using troubleshooting and mechanical skills to test, repair, replace, and change our damaged or inoperable meters.
- Replaces old meter boxes and lids.
- Maintains daily work reports and meter reports and logs.
- Responds to the needs of the public.
- Turns water service on or off as requested by the customer or Customer Service Staff.
- Acquires current meter reads as requested by the customer, Customer Service Director or Customer Service Staff.
- Ability to program; install and download data logging device.
- Delivery of delinquent notices and disconnect delinquent accounts and restore water service back to delinquent accounts.
- Assist the Pipes Department when needed and assigned.
- Performs other duties as assigned.

The above duties are normal for this position but dependent upon the level of skill, ability, and experience of the individual. They are not to be construed as exclusive or all inclusive. Other duties may be required and assigned. As a condition of employment, employees are required to perform other duties and special projects as assigned.

NIMUM QUALIFICATIONS & OFFICIAL REQUIREMENTS:

- High School diploma, GED or equivalent required;
- Minimum of one (1)-year experience in cash register operations; service in a public utility service organization and experience in water meter reading and customer service preferred, but not required;
- Must possess or be able to acquire a standard New Mexico driver's license, have and maintain a good driving record;
- Must be bondable within two weeks of employment;
- Must be able to read and write in the English language;
- Must pass a drug screen, and background check.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of office practices and procedures, filing and use of office equipment
- Considerable knowledge of correct business practices, correspondence and typing formats, including English grammar, composition, spelling and punctuation.
- Working knowledge of the use of computer systems and software in a business environment.
- Utility billing and collection procedures and processes.
- Operation of computer terminal in utilizing various software programs related to word, excel and work processing, spreadsheet and data base management.
- Ability of the operation of standard office equipment; basic math and accounting; interpersonal communication skills and telephone etiquette; public relations.
- Ability to communicate effectively, verbally and in writing.
- Ability to maintain strict confidentiality related to sensitive administrative information.
- Ability to communicate effectively with irate customers.
- Ability to perform basic mathematical calculations.
- Ability to develop effective working relationships with supervisors, fellow employees, contract employees and the public.
- Ability to compare data for accuracy and completeness, identify discrepancies or inaccuracies and make corrections.
- Ability to establish and maintain cooperative relationships with those contracted in the course of the work.
- Ability to work independently and prioritize workload.
- Ability to effectively communicate, able to listen for understanding and share information clearly and persuasively.
- Ability to meet deadlines.
- Ability to multi-task and able to move forward on and track multiple priorities; take initiative and work independently, using good judgement about when to check-in to provide updates or seek additional direction.
- Ability to work cooperatively with diverse groups, including City employees, City Council, other agencies, and members of the public.
- Ability to read and understand information and ideas presented verbally and in writing.
- Ability to understand the implications of new information and ideas presented through spoken words and sentences.
- Skilled in understanding the implications on new information for both current and future problem-solving and decision-making.
- Skilled in giving full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times.
- Working use of skills to actively look for ways to help people.
- Skills in basic clerical functions, including typing and word processing.

GENERAL CONDITIONS:

Residency: Employee must reside within reasonable commuting distance of the worksite.

Code of Conduct: Employee is accountable for being informed of and complying with the City's Code of Conduct.

Attitude: Employee is expected to exhibit a positive, constructive and cooperative attitude in the workplace and with the general public.

Initiative: Employee must exhibit high levels of personal initiative, mature self-direction and responsibility, and leadership are expected of the employee in this position.

Travel: Job performance is subject to moderate in-City vehicular travel and occasional external travel.

Limitations: Employee is responsible for informing the employer of any physical, mental or other factors which may substantially affect or limit ability to meet the demands of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

PHYSICAL DEMANDS: The physical demands described here are a representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to operate office equipment, including telephone, scanner and computer keyboard, reach with hands and arms, and talk and hear. The employee frequently is required to stand and walk; and the employee maybe required to lift and/or move objects weighing up to 50 pounds, such as books and stacks of records, operate a motor vehicle, work in inclement weather and have the ability to operate water tools. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIROMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXAMPLES OF WORK EQUIPMENT: Computers, copy machines, printers, scanners, calculators, telephones, mail processing equipment, meter lid key, and valve key and basic tools.

The employee will have frequent contact with other employees in the assigned department, and may be required to interact with employees outside of the department, and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee is constantly required to change tasks frequently and to perform tedious exacting work. The employee may face difficult and stressful situations, and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, and to work closely with others as part of a team.

THIS JOB DESCRIPTION DOEN NOT CONSTITUTE AN EMPLOYMENT AGREEMENT: Nothing in this job description restricts ability to assign, reassign, or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the City's current assignment of essential functions. Those functions may change at any time as the needs of the City change or for other reasons deemed appropriate by the City.

CITY MANAGER'S SIGNATURE:

*the following signature indicates that the City Manager has approved this position description as of **the** date of signature.*

City Manager

Date

EMPLOYEE'S SIGNATURE:

the following signature indicates that the employee has read and understood the terms of this position description as of the date of signature.

Employee
