

**MERCHANTVILLE-PENNSAUKEN WATER COMMISSION  
POSITION DESCRIPTION**

**WATER METER READER / SERVICE**

<b>Division:</b>	Administration – Customer Service
<b>Facility:</b>	Administrative Headquarters – Westfield Avenue
<b>Supervisor:</b>	Billing Supervisor/Manager
<b>Revision:</b>	January 2012
<b>Education:</b>	Minimum of High School Diploma (equivalency)
<b>Certification:</b>	Must have, and maintain, a valid New Jersey Driver’s License Advancement may require the attainment of Water Licenses.
<b>Residency:</b>	To be eligible for employment, candidate must be a resident of either the Township of Pennsauken or the Borough of Merchantville at the time of application. Residency is required for continued employment.
<b>Skills Needed:</b>	Meter Reader / Service personnel must be mobile (physically capable of walking from property to property, and for extended distances/time) to locate and accurately read water meters in accordance with a predetermined schedule. This requires an understanding and ability to operate hand-held technology, accurate eyesight and the ability to work under all weather conditions.

**Position Overview**

Meter Readers / Service personnel fulfill the vital role of collecting accurate and complete readings from any/all meters assigned to read. This data collection serves as the basis for the billing process and speaks directly to accounting for all water sold by the MPWC. Upon mastering this task, Meter Readers become trained in various and specific service functions that allow them to be utilized to perform minor system repairs, meter replacements and to perform turn-offs. While licenses are not required, the Introduction to Water Class is required and exists as a pre-requisite to obtaining licenses, which will assist with career path advancement. This position requires strong communications and inter-personal skills, as it requires extensive customer contact and interface. Bi-lingual (Spanish-speaking) skills preferred but not required.

**Hours of Duty**

The Meter Readers / Service personnel are scheduled to work a forty-hour work week and may be scheduled to work weekends. Generally, these positions are staffed during office hours (08:00 am to 4:00 pm); however, nothing herein precludes the MPWC from splitting shifts to span beyond the 08:00 am – 4:00 pm work period or from splitting the days to include weekend coverage. The work hours are established by the MPWC, driven by organizational needs and may be subject to adjustment as necessary.