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| <b>JOB TITLE:</b>      | Meter Reader  |
| <b>REPORTING TO:</b>   | Senior Field Technician   |
| <b>DIRECT REPORTS:</b> | None  |
| <b>JOB LOCATION:</b>   | Home/Field based  |
| <b>JOB PURPOSE:</b>    | Capturing all meter reading data in line with the Field Operations meter-reading schedule to ensure the customer receives an accurate and timely bill and to avoid unwanted contacts and complaints |

## Responsibilities

- Capturing water meter reading data from water customer’s meters, using the software provided, within set timescales as directed by the cyclical meter reading schedule
- Providing a reason for any water meter that was unable to be read within the schedule. Manual reads of meters where automatic / remote reads are not functioning.
- Carrying out non-cyclical meter reading activity in line with automated system order requests and within the set timescales
- Receiving and transmitting meter reading data via a handheld unit including Meter reading full downloads using Bluetooth connection.
- Entry into buildings to gain meter reads from riser cupboards, corridors and customers property where the meter is internal
- Non-household commercial meter reads
- Fault finding, including where necessary, potential meter exchanges.
- Flushing of the IWNL network
- Adopting best practice on operational performance to help support the delivery of the department’s KPI for meter reading.
- Any other duties as required by the manager

**Special conditions applying: We require all our Meter Readers to have their criminal records checked through the Disclosure and Barring Service (DBS). This is due to the nature of the role going into customers’ homes. This is in accordance with the BUUK Recruitment of Ex-Offenders Policy.**

## Person Specification

| Criteria              | Essential       | Desirable  |
|-----------------------|-----------------|--|
| <b>QUALIFICATIONS</b> | Driving license | CSCS<br>SHEA Water<br>National Water Hygiene EUSR registration |

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| <b>EXPERIENCE/<br/>KNOWLEDGE</b> | Utility experience<br>Customer service experience<br>Knowledge of relevant health and safety standard and policies | Water Industry knowledge                                 |
| <b>ABILITIES/SKILLS</b>          | Positive and proactive attitude<br>Excellent communication and interpersonal skills<br>Attention to detail         | Ability to use Microsoft Office programmes or equivalent |
| <b>EMPLOYEE LEVEL</b>            | <ul style="list-style-type: none"> <li>• Team member (non-managerial)</li> </ul>                                   |  |