

## **UTILITY SERVICE WORKER**

### **NATURE OF WORK**

This is semi-skilled work involving electrical and water utility meters, driving and/or walking to meters to accurately record readings, inspecting equipment, replacing or repairing equipment, and the connecting or disconnecting of utilities.

Positions of this class are responsible for performing semi-skilled tasks in serving as the service person primarily responsible for connecting, disconnecting, and reconnecting utility meters. Employees initially receive instructions and close supervision from the technical staff of both the Electrical and Utility Maintenance Departments during the established training period. With experience, work is done with greater independence in routine tasks, with work assignments by various utility staff members in Central Office. Works under close supervision of the Billing Control Officer or his designee with general supervision exercised by the Secretary-Treasurer. Work is performed outdoor in a variety of weather conditions. Incumbents may be called out after regular work hours on occasion. Work involves frequent public contact, often under difficult conditions necessitating the exercise of tact and discretion. Worker performance is evaluated for the quality of work performed and accuracy.

**ILLUSTRATIVE EXAMPLES OF WORK** {Employees of this classification must be able to perform the following. Physical and mental tasks related to these functions will be required. The following examples do not contain every task that could be reasonable assigned. The absence of a specific task here does not imply the task cannot be assigned if related to the nature of work, a logical assignment, or a business necessity.}

Checks readings on assigned electrical and water meters on location and verifies or accurately records readings. Rereads meters for bill adjustments. Tests electric and water meters for accuracy.

Connects, reconnects, and disconnects water and electrical meters as assigned. Handles the cut list for disconnection of utility services of non-paying customers. Replaces seals on meters as assigned and maintains accurate meter seal procedure. Changes malfunctioning electrical meters. Checks water meters for leaks and replaces faulty meters. Inspects electrical and water meters for tampering, damage or defects. Compares multiplier numbers affixed to assigned meters and logs discrepancies. Reports all meter problems to the utility office staff.

Answers basic customer questions about utility usage. May be required to respond to call out after hours.

Runs errands for utility office staff (e.g., delivers various documents, brings bills and disconnect notices to post office, etc.). Assists billing office staff with downloading and uploading meter readings or other tasks. Assists in the analysis and improvement of assigned work order or cut list routes.

Reports to work on a timely basis, maintains a good attendance record, and performs related work as required. Maintains a neat, clean appearance; wears appropriate attire. Performs work in a safe manner and maintains appropriate procedures.

### **NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS**

Some knowledge of the hazards and necessary safety precautions related to electrical energy.

Ability to follow and execute oral and written instructions. Ability to communicate effectively verbally and in writing; and, to work with angry or difficult customers.

Ability to learn the work of electricity and water operations; and to perform and record arithmetic computations accurately and quickly. Ability to accurately read and record data from various types of meter dials.

Ability to work in various weather conditions, e.g. hot, humid, cold weather, and to negotiate wet, slippery, and uneven ground.

Ability to physically position oneself to obtain readings or perform necessary service work. Ability to work safely under the risk of electric shock. Agility for prompt response to unexpected animal attacks.

Ability to establish and maintain effective working relationships with other employees. Ability to learn the geographical layout of the city and the location of meters.

Possession of a Louisiana driver's license as required by the Department of Public Safety, prior to appointment.

### **TRAINING AND EXPERIENCE REQUIREMENTS**

Any equivalent combination of education and experience which included basic mathematical skills and demonstrated the ability to accurately record numerical information from gauges, meters, etc.