

Rapidan Service Authority

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Meter Specialist, Full-Time

Under general supervision of the East Operations Manager, provides specialized support for Meter Service operations.

Responsibilities

Provides specialized support for Meter Service operations by:

- Receiving customer calls and answering customer questions concerning meter installation/replacement and usage inquiries.
- Researching customer inquiries using the customer information system records and other historical records.
- Maintaining communication with Meter Service, Field Service, and Administrative staff as well as third-party contractors involved in the meter replacement program.
- Scheduling repair and replacement of water meters by preparing written communications and making telephone calls to contact customers.
- Preparing written responses to customer inquiries and letters related to meter service and testing.
- Assisting the East Operations Manager with scheduling and management of work orders.
- Opening, closing, and modifying service orders.
- Maintaining records of meter inventory, installation, removal, and testing.
- Updating meter information in the customer information system, including importing monthly meter readings.
- Modifying customer accounts.
- Bench testing, maintaining, and cleaning meters of various sizes as required.
- Cleaning the meter shop, including floor, benches, and equipment as necessary.
- Performs other duties as assigned or required.

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Qualifications

- Graduation from high school, or equivalent, and a minimum of three years related experience, or any equivalent combination of education, experience and knowledge.
- Ability to effectively plan, organize, and communicate orally and in writing.
- Ability to perform accurate basic mathematical computations.
- Ability to establish and maintain productive working relationships.
- Proficiency with a personal computer and ability to quickly learn software applications.
- Ability to respond to emergencies and work overtime when necessary.
- Possession of a valid Virginia driver's license.

Physical Requirements

- Ability to work in all weather conditions.
- Ability to lift 50 lbs.