

JOB TITLE: Meter Reader Office Assistant

DEPARTMENT: Customer Connections

REPORTS TO: Team Leader – Meter Reading

Responsible for: Assisting and leadership of meter readers and the implementation of field activities on time and in full and updating of customer contacts daily

Liaison: Internal: Field crews, team leaders and coordinators, and the billing team.

External: Customers

PURPOSE AND SCOPE OF ROLE

To optimize field crew performance through efficiency in meter reading and date range and implementation of field activities to ensure achievement of monthly objectives and targets of the team.

MAIN DUTIES PERFORMED /RESPONSIBILITIES

LEADERSHIP

- Demonstrate high standards of discipline and professionalism within the meter reading team.
- Plan the daily routes to deliver allocation of routes to ensure team capturing of customer consumption on time and in full.
- Develop and maintain a culture of high performance and teamwork within the team through on-going motivation and holding team accountable for delivery of objectives and targeted outcomes on a daily and daily basis.
- Ongoing mentoring and motivation of the meter reading team based on daily performance to deliver optimum results
- Actively support field crews in delivery of team results, through both as the office assistant or a team member role in a team activity.

MANAGEMENT

- Ensure field team action all delegated activities and actions are completed on time and in full
- Ensure that the meter reading team is running at optimum efficiency and effectiveness through regular planning, review and improvement of reading and date range schedules of team's results.
- Ensure that all data entry actions are completed on time and in full
- Ensure that the weekly vehicle check process is completed on time and in full
- Ensure all tools and equipment are maintained and functional to ensure the meter reading is carried out without issues.

TECHNICAL AND OPERATIONAL

- Develop the daily meter reading team updates and report for meter reading and Connections team planning and reporting process
- Conduct daily performance review for meter reading team.

- Assist in managing and implementing daily time keeping policy for meter reading team
- Assist in managing and implementing the work safety policy
- Actively participate in the weekly and monthly meter reading and connections planning and review meetings
- Develop daily and weekly work plans for meter reading team.

RELATIONSHIP AND NETWORKING

- Proactively build rapport and positive interactions with team and various departments within the Solomon Water Organization.
- Actively drive teamwork within the meter reading team and provide advice on meter reading
- Actively drive teamwork within the meter reading team.

SELECTION CRITERIAS

- Demonstrated leadership competencies in leading a large diverse team
- Demonstrated technical competencies in leading field team
- Demonstrated ability in planning, monitoring and evaluation of work plans to achieve targeted objectives and results
- A proven understanding of working in a policy environment to deliver against expected outcome
- Ability to work in a high pressure environment with proven skills to withstand pressure
- Demonstrate excellent communication skills in both oral and written and a well-developed negotiations skills set.

EXPERIENCE

Minimum of 1-2 years working experience in a water utility industry, customer service, working independently in an outdoor based environment and familiar with data collection and reporting using mobile phones.

SKILLS

Core competencies	Technical skills	Moving forward skills
• Ability to accurately read and record data without error • Consistently meets deadline and complete assigned routes on time and in full • Handle customer's inquiries professionally and with clarity and provides assistance when needed • Identifies and reports any anomalies in water meter functionality • Works efficiently with	• Proficiency in using handheld electronic device for meter reading • Basic knowledge in recognizing and reporting anomalies affecting meter functionality • Ability to navigate and follow route maps and schedules for efficient meter reading • Familiar with billing process for accurate reporting • Understanding the safety	• Ability to learn and willing to use advanced digital tools and smart meter etc.) • Ability to interact effectively with customers regarding meter reading and billing concerns • Develop skill in analysing and reporting anomalies • Familiarity with GIS mapping systems for real time reporting and route optimization

minimal supervision and completes assigned tasks on time and in full.	regulations and procedures related to fieldwork	Ability to strive for continuous improvement in professional development
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KNOWLEDGE

- Meter Reading standard operating process
- Meter Readings flow chart
- Cash Water Meter Reading SOP
- Disconnection/Reconnection process
- Network operation
- Occupational Health & Safety policy & Water Quality standards
- Code of Ethics/Conduct
- Core functions and priorities of Solomon Water and Solomon Water's Operations Division.

KEY RESULT AREAS

1. Complete and accurate capturing of Customer Consumption on time.
2. Complete and accurate monitoring and reporting of customer situations and customer performance on time.
3. Complete and accurate updating of the pronto system with customer consumption on time.