



JOB TITLE: Meter Reader

DEPARTMENT: Finance

REPORTS TO: Team Leader Meter Reading

Purpose and Scope of role

Responsible for meter reading, data collection and inputting of data on daily basis.

Key Responsibilities

The key responsibilities of the position include:

1. Carry out reading of customers' water meters on daily basis, enter data into the hand held meter reading device and upload the information.
2. Ensure that errors avoided and minimised by accurately reading the data collected and inputting them.
3. Ensure readings are done according to reading schedule provided.
4. Ensure that accurate data are reported and filed.
5. Report any faults identified in the field and ensure that they are fixed by the appropriate teams.
6. Provide support for each other within the meter reading team
7. Use and take good care of resources allocated such as the meter read device.
8. Attend to issues raised by customers and ensure that they are escalated to the next level if there is a need.
9. Teach new readers how to locate and read the meters.
10. Ensure meter readers know how to use the handheld devices to input readings and other important features of the device.

Qualifications & Education

Essential

F6 or 7

Desirable

- Physically fit and energetic
- Proven able to walk long distance and long hours
- Able to work during weekend or odd hours
- Able to exposed to dry and wet weather with SIWA providing safety equipment
- Proven capable of using handheld devices with basic computer knowledge

Experience

1 to 2 years work experience in a similar service providing organization but not essential.

Key Skills

1. Literacy and numeracy skills



2. Communication skills
3. Basic computer knowledge and skills and the use of handheld meter reading device