



**JOB TITLE:** Meter Reader

**DEPARTMENT:** Operations

**REPORTS TO:** Meter Reader Team Leader

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### **Key Stakeholders and relationships**

Meter Reading Team Leader, Meter Readers, Billing Team Leader, Customer Care Officers, Disconnection Officers and other Team Leaders.

### **PURPOSE AND SCOPE OF ROLE**

To be part of the meter reading team and is responsible for meter reading, data collection and inputting of data on daily basis.

### **KEY COMPETENCIES**

#### **Leadership Competencies**

**Accountability:** Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

**Customer Service:** Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

**Communications:** Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed. Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Team Work/ Building:** Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

**Action Management: Decisiveness:** Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

**Strategic Thinking:** Formulates objectives and priorities, and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.

**Problem Solving:** Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

**Safety Commitment:** role models safe behaviours and ensures all staff are aware of their contribution to safety, supporting consequence management.

## **Key Responsibilities**

The key duties and responsibilities of the position are:

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

## **Qualifications or Education**

### **Essential**

Form 6 Certificate

### **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.