

CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

POSITION DESCRIPTION

JOB TITLE: Meter Reader/Collector	FLSA STATUS: Non-Exempt
REPORTS TO: Manager of Member Services/Safety and Compliance	Bargaining Unit Position
DEPARTMENT: Metering	LOCATION: Moriarty/Mountainair
APPROVED BY: <u><i>Alice J. Hennessey</i></u> <small>Department Head</small>	<u>06/10/15</u> <small>Date</small>
<u><i>[Signature]</i></u> <small>CEO</small>	<u>6.10.15</u> <small>Date</small>
<u><i>[Signature]</i></u> <small>Human Resources</small>	<u>6/10/15</u> <small>Date</small>

Job Summary

Under the direction of the Manager, the Meter Reader/Collector is responsible for accurately and efficiently reading service meters, connecting and disconnecting service meters, and responding to customer complaints and service problems.

Essential Duties and Responsibilities

- This position will represent CNMEC in a professional manner by being courteous, and professional in every aspect of his or her job.
- Connects new services and disconnects in an efficient and safe manner.
- Disconnects meters for non-payment.
- Replaces utility meters as required.
- Reads metering routes monthly.
- Meets with members in the field to resolve metering problems and complaints.
- Receives member payments in the field for utility bills and issues receipts as required.
- Regularly communicates with the AMR Specialist and Dispatchers to ensure accurate meter reads and to enter relevant notes on member accounts.
- Maintains confidentiality of member records.
- Delivers cut off notices on member accounts.
- Recognizes and reports metering safety hazards at member locations.
- Recognizes energized equipment and work safely.
- Utilizes hot stick to disconnect and reconnect transformers and fuse cut outs.
- Performs other miscellaneous job duties as assigned.

Minimum Qualifications

A high school diploma or GED is required. Related customer service and/or utility experience is preferred. Must possess a current New Mexico driver's license and have an insurable driving record. Requires demonstrated abilities and skills operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, and Word.

Knowledge, Skills and Abilities

- Requires computer, phone, and general office equipment skills.

- Basic knowledge of electricity and ability to learn how to read and operate a voltage meter.
- Must become familiar with CNMEC policies and procedures, the cooperative's service territory and PRC regulations.
- Ability to communicate with members and other employees with respect and tact, and deal with diverse groups of people.
- Must be able to take direction on a variety of projects simultaneously and meet established deadlines.
- Ability to project a favorable image for the Cooperative.

Working Conditions and Physical Effort

A person in this position usually has sufficient time to complete most tasks, although member interactions may create a stressful environment. There are opportunities to relax from any physical exertion or to change position in work activities.

Physical Effort and Dexterity: Frequent physical activity to include sitting, standing, walking, stooping, bending, reaching, crawling, lifting and carrying office boxes of meters under 50 pounds.

Machines, Tools, Equipment required to be operated: Capable of operating a personal computer, a mobile computer unit for inputting data, a voltage meter, and general office equipment.

Visual Acuity, Hearing, and Speaking: Comfortable in speaking with individual members and employees in person and with telephone and radio. Must be able to communicate clearly and accurately for work and safety compliance.

Environment/Working Conditions: Work is outdoors. Strict adherence to established safety precautions and practices are required. Position requires travel in the Cooperative's service territory. Regular work schedule is Monday through Friday.

Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.