

Job Description Guideline:		
Job Title:	Meter Technician	
Reports to:	Team Leader – Meter Field Services	
Grade:	7	
Department & Directorate:	Meter Field Services Commercial	
Base Location:	Pity Me	
Purpose of Job:	Resolution of measured supply queries. Exchange & maintenance of faulty meters up to & including 25mm in size. To trace supplies and locate lost and missing meters. Carry out special, ad-hoc and company must reads. All duties carried out whilst ensuring all agreed timescales & service level agreements are met. Educate customers on water usage whilst carrying out Water Efficiency appointments and installation of water saving products. The ability to provide support & assistance to meter readers.	
Key responsibilities (KRAs):	Responsibilities	Outputs
	<p>Resolution of measured supply queries within current agreed timescales & SLA's</p> <p>Exchange & maintenance of faulty meters up to & including 25mm in size</p> <p>Supply Confirmations with an accurate resolution</p> <p>Dated & timed appointments with customers met</p> <p>Carry out Water Efficiency Audits, educating the customer on their water usage. Carrying out minor repairs to toilets, taps and showers and installation of water saving products</p> <p>Provide support & assistance to Meter Readers</p>	<p>Agreed timescales for all tasks maintained</p> <p>Obtain accurate readings from water meters</p> <p>Accurate job details completed using an electronic device. Full description of completed job to be recorded in notes, clear photographs provided when required.</p> <p>Accurate recording of en-route and job start/finish times.</p> <p>Regular feedback to the office planner regarding any issues with specific jobs or areas which may cause delays</p>

Issue No:	1	Quality Document Type:	Job Specification
Amendment No:		Ref:	
Date:	22/01/19	Originator of this document is:	IS

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Key relationships:	Meter Field Services office staff Customer Teams Wholesale Customer Field Services Billing Teams	
Working conditions:	Mobile worker	
Budget responsibility:	N/A	
People management:	N/A	
Job specific benefits:	Company van	
Person Specification:		
Skills:	Essential	Ideal
<ul style="list-style-type: none"> Job specific (technical) skills: 	<ul style="list-style-type: none"> A technical aptitude Basic Plumbing Skills and knowledge of pipework and fittings Excellent customer service skills Strong attention to detail Time management Teamwork Full UK driving licence Health & Safety awareness 	<ul style="list-style-type: none"> Experience of replacing water meters Use of ELYX Experience driving a company van Knowledge of the water network
<ul style="list-style-type: none"> Computer skills: 	<ul style="list-style-type: none"> Good level of skill with mobile applications and email. 	<ul style="list-style-type: none"> Experience using Oracle Field Service on an electronic management system Knowledge of Temetra
<ul style="list-style-type: none"> Literacy and numeracy: 	<ul style="list-style-type: none"> Very good numeracy and literacy skills. Good documentation skills. Strong communication skills 	
<ul style="list-style-type: none"> Personal attributes: 	<ul style="list-style-type: none"> Ability to work unsupervised using own initiative with a resolution based attitude Effective at solving problems. Achieves deadlines. Physically fit Motivated to acquire new skills via both structured and self learning. 	
Qualifications:	<ul style="list-style-type: none"> GCSE or equivalent in Maths and English 	Blue Card Worker
Experience:		Experience of the water distribution system
Company Values:		

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We expect everyone to live up to our values which are:-

Customer focused:	we aim to exceed the expectations of our external and internal customers
Results driven:	we take personal responsibility for achieving excellent business results
One team:	we work together consistently, promoting co-operation, to achieve our corporate objectives
Ethical:	we are open and honest and meet our commitments with a responsible approach to the environment and our communities
Creative:	we continuously strive for innovative and better ways to deliver our business

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