



The City of West Plains is seeking a reliable and customer-focused **Utility Meter Reader** to join our team. This position is responsible for reading electric and water meters, performing minor meter maintenance, assisting with customer service tasks, and supporting light office duties. The role requires a commitment to delivering exceptional internal and external customer service while ensuring accurate utility data collection and billing processes.

### **Key Responsibilities:**

- Read electric and water meters on assigned routes using established methods (walking and/or driving).
- Identify and report abnormal consumption patterns or meter irregularities for further investigation.
- Repair and maintain water and electric meter reading transmitters as needed.
- Provide customer support by addressing inquiries, explaining meter readings, and resolving complaints professionally.
- Assist with utility billing customer service, including payment collection, phone inquiries, and customer interactions at the counter.
- Replace inoperable electric and water meters to maintain efficient service.
- Participate in software and hardware upgrades for billing and meter reading systems.
- Support process improvements to enhance customer service and operational efficiency.
- Ensure proper documentation and maintain compliance with all applicable regulations and city policies.
- Assist with special projects as assigned by the Customer Service Supervisor or Finance Director.

### **Qualifications:**

- High school diploma or General Education Degree (GED) required.
- At least one year of experience in a related field preferred.
- Equivalent combinations of education and experience may be considered.
- Special Requirements
- Possess and maintain a valid Missouri driver's license in accordance with the City's vehicle operation policy.
- Ability to successfully pass a background check, pre-employment drug screening, and physical evaluation. (Note: The City of West Plains is a drug-free workplace.)
- Maintain all required certifications throughout employment.

### **Why Join Us?**

Be part of a dedicated team serving the community and ensuring reliable utility services. The City of West Plains offers opportunities for professional growth, competitive benefits, and a chance to make a difference in the lives of residents.

### **Salary and Benefits:**

- The Utility Meter Reader has a salary range of \$17.11 - \$23.85 per hour, depending on qualifications and experience.
- A comprehensive benefit package is also offered, which includes:
  - Medical, Dental, Basic Life/AD&D and Long-Term Disability coverages offered at zero cost to the employee, with dependent coverage offered at



- the employee's cost.
- Missouri Local Government Employee Retirement System (LAGERS) which is fully funded by the City (no cost to employee) with vesting after 5 years.
- Voluntary participation in Vision, Cafeteria Plan IRS Section 125, Deferred Compensation 457(b) Plans, Flexible Spending Account (FSA) and Supplemental Life, Accident, Cancer coverage, and an Employee Assistance Program (EAP).
- Generous paid time off (PTO) program in which new employees receive eight hours of PTO per pay period.

### **To Apply:**

To be considered for employment, you must submit a completed City of West Plains application. Applications are available online at [www.westplains.gov](http://www.westplains.gov). Completed applications and resumes may be emailed to [hr@westplains.gov](mailto:hr@westplains.gov) or delivered in-person to City Hall. All offers of employment are contingent upon successful completion of all pre-employment or post-offer testing, including but not limited to, drug and alcohol screening, thorough background investigation, credit check and medical examination.