

Water Meter Reader

POSITION DESCRIPTION



Position Number:	2097
Department:	Regional Services
Section:	Fitzroy River Water
Unit:	Business Support Services
Position Status:	Permanent Full Time
Classification:	Level 4 - Rockhampton Regional Council Certified Agreement 2022 – External Employees
Reports To:	Team Leader Meter Reading
Revised:	March 2025

General Position Statement

This position supports Council's direction and is responsible for conducting accurate, timely and systematic water meter reads in line with the legislative schedule to enable water consumption charges to be levied.

Performance standards and expectations relating to this position will be detailed in the individual performance plan MyPlan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Complete the reading of all water meters throughout the region on a continuous basis or as required.
- Accurately record water meter readings, and maintain location details, comments, etc.
- Operation and maintenance of water meter reading program.
- Maintain the sequential water meter reading routes in order to provide water meter reading on structured route patterns.
- Deal with public enquiries in an ethical, professional and courteous manner.
- Identify, resolve and report problems relevant to water meter readings.
- Report service requests relating to water meter breakdown and maintenance, identified during water meter reading or at the property owner's request.
- Carry out minor maintenance to meter boxes as required.
- Undertake general site and ground maintenance tasks as required or during periods of low activity in the water meter reading program. Tasks may include, but are not limited to: pruning, pest and weed control, cleaning, repairs to fences etc.
- Provide support and assistance to trade staff as required.
- Provision of basic administrative duties to the Unit including distribution, data entry, basic word processing, telephone answering and other required tasks as required.
- Undertake other relevant duties as directed, consistent with skills, competence and training.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.

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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated ability to communicate effectively with management, fellow workers, public and other Council departments.
- Ability to rapidly acquire knowledge of water meter route sequencing, data collections devices and the necessary skills to be able to identify related water supply infrastructure.
- Good communication (oral and written) and interpersonal skills relevant to the position with a strong focus on the provision of quality customer service.
- Good conflict resolution and negotiation skills.
- Good time management, planning and organisational skills.
- Ability to work as part of a team and under limited supervision.
- Competency in literacy and numeracy skills.
- Ability to operate or learn to use computer and mobile devices.
- Goal Setting – Ability to set, define and deliver goals that are SMART – Specific, Measurable, Achievable, Relevant and Timely.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.

Desirable Qualifications / Experience

- Demonstrated experience in a water industry environment.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

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Work Environment and Physical Demands

- This position is an outdoor/indoor role and will require the employee to carry out physical tasks which may include manual handling of up to 20kg, repetitive bending, kneeling, twisting and/or squatting.

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to bend, squat and kneel repetitively.
- Ability to legally operate a motor vehicle under a "C" Class (minimum provisional).
- Ability to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	