

METER SERVICE TECHNICIAN

Finance | Bill Paying & Licensing



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Meter Service Technician is responsible for the installation, maintenance, disconnection, and inspection of electric and gas meters for residential and small commercial customers throughout the Parish.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

SHIFT

7:30 a.m. to 4:30 p.m.

Rotational after-hours call schedule for service request outside of normal business hours including nights and weekends.

LOCATION

Government Tower – 1st Floor

REPORTS TO

Bill Paying & Licensing Manager

PHYSICAL DEMANDS

Lift up to 50 lbs. (medium)
Bending, climbing and working in confined spaces

WORK ENVIRONMENT

Primarily field-based, requiring outdoor work in varying weather conditions and physical settings, including residential and small commercial properties with frequent interaction with the public.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected accurately report meter readings, identify potential issues with utility services, and uphold all safety and compliance standards.

The Meter Service Technician investigates high-bill complaints, detects tampering or illegal connections, and provides exceptional service and support to utility customers.

This role requires working independently in the field and maintaining a professional demeanor when interacting with the public.

JOB DUTIES

- Install, replace, and calibrate electric and gas meters in compliance with safety codes and TPCG standards.
- Perform meter disconnections and reconnections due to non-payment or service requests, coordinating with billing and maintenance personnel to ensure accuracy.
- Accurately record meter readings for disconnections, reconnections, and routine servicing to support proper billing.
- Inspect meters for malfunctions, tampering, or unauthorized connections; document findings and report violations to the appropriate supervisor.
- Investigate high-consumption complaints by evaluating meter function, inspecting for equipment issues, and communicating findings to customers.
- Deliver professional, clear communication when explaining service-related matters to customers; resolve complaints with courtesy and accuracy.
- Conduct routine maintenance, including the replacement of defective meters and troubleshooting issues such as stuck, blank, or faded meters.
- Complete work orders for accounts with unusual usage or service abnormalities, including final accounts with continued consumption.
- Ensure all meter work meets local, state, and national safety regulations; report hazards or emergency conditions (e.g., gas leaks, electrical malfunctions) immediately.
- Utilize personal protective equipment (PPE) and follow all safety protocols in the handling of gas and electric meter systems.
- Perform daily vehicle safety inspections and report issues for corrective action.
- Deliver and collect interoffice mail as needed.
- Perform duties during emergency events and support response efforts as required.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

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SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates accountability and initiative by working independently in the field while representing the organization with professionalism and integrity.
- **Time Management:** Effectively manages daily assignments, travel routes, and service requests to ensure timely completion of meter-related tasks.
- **Analytical Skills:** Applies critical thinking to diagnose meter issues, identify irregular usage patterns, and determine appropriate corrective actions.
- **Communication Skills:** Communicates clearly and respectfully with customers and team members to explain service procedures, resolve concerns, and relay technical information.
- **Organizational Skills:** Maintains accurate records of meter readings, service reports, and safety inspections to support billing accuracy and operational efficiency.
- **Technical Skills:** Possesses hands-on expertise in the installation, maintenance, and inspection of electric and gas meters, with knowledge of applicable safety codes and tools. Basic computer skills needed to complete work orders.
- **Qualifications:**
 - High school diploma or GED certificate required.
 - A minimum of one (1) year of experience in utility services, meter installation, or electrical/gas system maintenance is strongly preferred.

