



Meter Reader

Billing Operations Department

Job Band: 2 / 3

Location: Neath and within a 5-mile radius

What you will do

Our Meter Readers provide a critical service to our customers, visiting their properties to read and record water usage, whether they be in a residential area, industrial estates or rural agricultural sites.

You will be provided with a company vehicle and all equipment required for this role, alongside full training and development in position. Your health & wellbeing is important to us so you will be provided with a full suite of health & safety training and tools to assist you whilst you work.

It is important that we make a good first impression and deliver an efficient, high quality service to every customer we speak to. This role is key to ensuring this happens by excellent communication skills and being confident and courteous while speaking to our customers. You will be provided with weekly workloads which you must self-manage to ensure you achieve your targets

The ability to work under pressure and in an ever changing environment are important whilst recording accurate meter readings. Our Billing Operations Department is divided into teams so a team player is needed to ensure that support is provided to all colleagues. The role will involve lone working therefore you need to be highly motivated and energetic. Self-management and planning and organisation skills are key. We are committed to the importance of Health and Safety and training and therefore expect the same commitment from you.

A driving licence, home telephone line and broadband connection are all essential for this role.

Interested?

Please contact Sarah Sebburn, Billing Operations Manager, for further information about the role and to discuss this opportunity further.

Please send your CV and cover letter and return it to Recruitment@dwrcymru.com.

Applications must be received by: **Midday 30th May 2017**

About the Role:

Reports to: Area Team Leader

Contract: Permanent

Working hours: 37 hours (you will need to work flexibly between 6am – 8pm Monday to Sunday)



What you'll be responsible for

- ◆ Capturing water meter reading data from water customers meters, using the hand held unit, within set timescales as directed by the cyclical meter reading schedule
- ◆ Identify unexpected water meter reads, such as higher or lower water consumption profile, and to record this additional information onto the handheld device in line with the Automated Meter Reading guidelines
- ◆ Carrying out non-cyclical meter reading activity in line with a automated system order requests and within the set timescales

About you

| Knowledge, Skills and Experience | Essential | Desirable |
|--|------------------|------------------|
| Experience in or understanding of a customer service environment in order to assist customers in the field and advise them of the appropriate contact that could help with their query | ◆ | |
| A driving licence, home telephone line and broadband connection are all <u>essential</u> for this role | ◆ | |
| To demonstrate first time resolution of issues to be able to support internal performance measures and company goals | ◆ | |
| An awareness or experience of undertaking dynamic risk assessments within a field environment and to demonstrate all field activity undertaken is achieved safely without causing potential harm to self or others | | ◆ |

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