



Position description

Position title	Metering Officer
Group / Branch	Digital & Transformation/ Digital Field Services
Reports to (Title)	Billing & Metering Lead
Competency level	Individual Contributor

Job Purpose

The Metering Officer is a key member of the Metering team responsible for the timely and accurate processing of a variety of operational tasks that contribute significantly to billing accuracy and the subsequent delivery of the best customer experience. A key purpose of the role is to ensure the accuracy and reliability of metering information as it transacts with the customers' account and responding professionally to customer enquiries through a range of communication channels.

The ultimate goal is to manage our assets to meet customer needs, optimize long term value and protect the environment, our community and our people while delivering the best customer experience, efficiently.

Key Accountabilities

- Process meter reading exceptions, maintain records of customer accounts and metering data for ready access, investigates and resolves customer bill/meter enquiries and complaints, makes adjustments to customer accounts, prints duplicate bills, all according to standard procedures and quality system guidelines.
- Reviews customer consumption data to determine proper amount for bills, which may require estimation or follow up action due to rejection by billing system or meter reading system audit failure.
- Answers customer correspondence in connection with meters, bills, recycled water, dialysis, or accounting procedures, all according to standard procedures and quality system guidelines however, occasionally requiring use of individual judgment.
- Responds to telephone contact with customers to obtain or give information of a more complex metering and billing nature usually passed from the contact centers and often requiring a more thorough knowledge of procedures where the consequence of error is more significant.
- Compiles special letters which can be variations of standard letters, and which involve familiar information.
- Communicates with staff of the contracted metering supplier in connection with meter readings and follow up actions, meter exchanges and other contracted services for processing of accounts and metering data.



- Arranges appointments with customers to access meters for reading or exchange and schedules work with contracted service provider.
- Responds to potential revenue loss from meters continually estimated, having nil consumption, are unmetered or tampered, etc. all according to standard procedures and quality system guidelines.
- Perform activities as requested and as required in relation to the transition to a digital utility, particularly in the digital metering space and how meters and business processes change into the future.
- Performs other related duties, general filing, providing advice and assistance to other areas within the Digital Field Services Group.

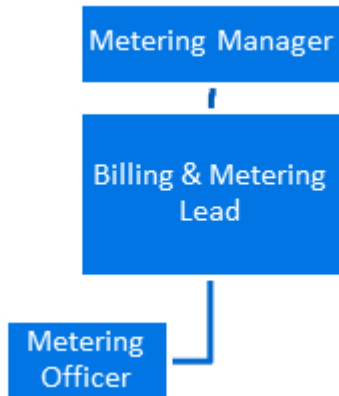
Knowledge, Skills & Experience

- A sound SEW system knowledge– HiAffinity and Pulse and other metering related systems is desirable.
- A good understanding of the way a meter functions.
- Very good knowledge and capacity of understanding for numeracy in regard to statistics, financial reporting, account adjustments and meter flow rates.
- Excellent customer service skills for written and verbal communication for letter writing, telephone enquiries, building relationships with suppliers and key stakeholder management
- A sound knowledge of standards, procedures and legislation applicable to the metering processes and good problem-solving skills.
- Demonstrated ability to produce clear and correct written business correspondence and to communicate clearly with customers concerning water, sewer and metering billing problems.
- Demonstrated experience and knowledge of forms, documents, and procedures employed to process billing and metering adjustments and to then have the ability to make sound decisions in a manner consistent with the essential job functions.
- Demonstrated experience and knowledge of bill calculation procedure and the ability to perform accurate and timely arithmetical calculations and to analyze consumption patterns
- Demonstrated analytical, judgement and resolution skills and have an investigative aptitude to follow a problem from its inception to solution.
- Demonstrated the ability to communicate with others, orally and in writing, and to assimilate and understand information, in a manner consistent with the essential job functions.
- Familiarity with computers, and ability to utilise computerised databases for data entry, analysis, and retrieval.
- Demonstrated ability to prioritise workloads to meet deadlines and to follow up on metering matters.



Dimensions

Organisational Chart



Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes
- operational responsibilities

Security for Critical Infrastructure identified role: **No**

For Engineering roles the role requires a Professional Engineer (accredited 4 year degree) and requires professional registration in Victoria (remove if not relevant)

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.