

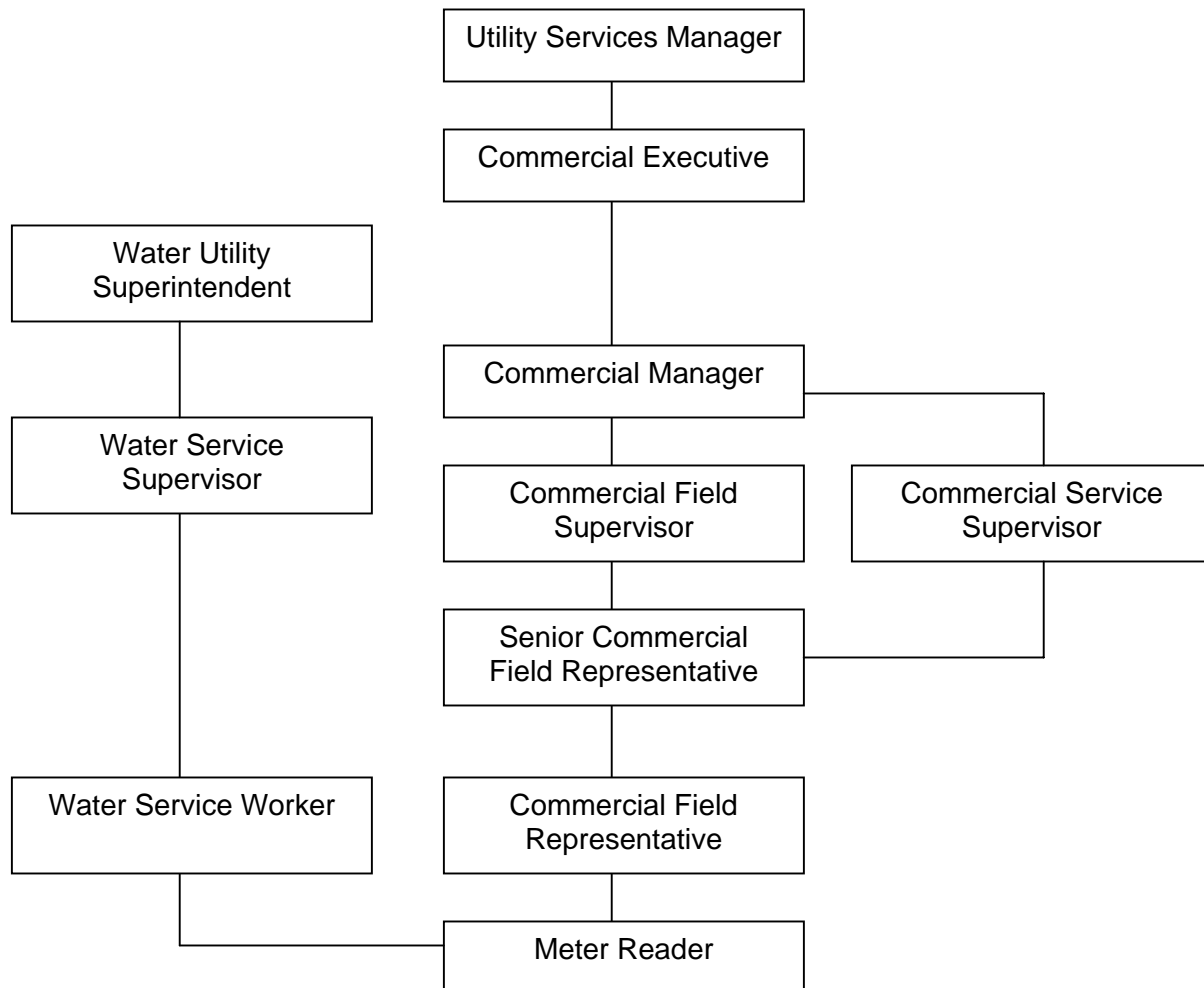
**CITY OF LOS ANGELES
PERSONNEL DEPARTMENT**

CAREER OPPORTUNITIES FOR METER READER

This information is being given to you to describe potential promotional opportunities as a Meter Reader. The career ladders that Meter Readers most commonly enter into are listed below. The duties and requirements for the first promotional levels of these career ladders are described on the back. We encourage you to examine the options open to you and to prepare yourself for the promotions for which you qualify.

COMMON CAREER LADDERS FOR METER READERS

The chart below shows the normal career paths of Meter Readers. For example, normal advancement for Meter Readers is to Commercial Field Representative and then to Senior Commercial Field Representative. With specific types of experience, promotion or lateral movement between these lines is possible.



OTHER PROMOTIONAL OPPORTUNITIES FOR METER READERS

Customer Service Representative

Water Service Representative

DUTIES AND REQUIREMENTS OF FIRST PROMOTIONAL LEVEL

DUTIES:

1. Commercial Field Representative – Makes field collections of utility bills; accepts applications for service; reads electric and water meters; computes and collects deposits; explains service requirements and procedures to customers; grants extensions and makes payment arrangements on delinquent accounts; connects and disconnects water and electric services, metering appliances and automated metering devices; cuts energized electric service for cause; reports field irregularities; helps resolve customer complaints; and performs related office and field duties as required.
2. Water Service Worker – Inspects, repairs, rebuilds, tests, and calibrates a variety of water meters in a meter shop and in field installations; does minor maintenance work on service connections and appurtenant water service equipment; and performs routine and requested inspections of consumers' property and plumbing facilities.

REQUIREMENTS:

1. Commercial Field Representative – Two years of full-time paid experience as a Meter Reader or as a Customer Service Representative with the City of Los Angeles, or Two years of full-time paid experience at the level of Senior Clerk in processing water or electric service accounts or requests for such service, or in contacting the public to explain water and electric service accounts or request for such service, or in contacting the public to explain water and electric service requirements and procedures.
2. Water Service Worker – One year of full-time paid experience as a Water Utility Worker; or Two years of full-time paid experience as a Meter Reader or Commercial Field Representative; or Two years of full-time paid experience in the installation, maintenance, or repair of water distribution mains, water service connections and appurtenant equipment, pressure regulators, gauges, meters, or other similar control and recording instruments or devices.

Note: The above information was compiled from work done by the Personnel Department in preparing job analyses for examination, classifying jobs, and determining the jobs that would provide qualifying experience for promotional examinations. This information does not replace class specifications and examination bulletins.

PREPARING YOURSELF FOR PROMOTION

1. Broaden your work experience by taking advantage of job rotation and transfer opportunities. Take advantage of on-the-job training opportunities relating to your work.

2. Take advantage of formal educational opportunities relating to your work.
3. Learn and stay abreast of laws, procedures, policies, and practices relating to your career ladder.
4. Carefully review examination bulletins and class specifications for promotional classes to determine the kinds of skills, knowledges, and abilities you need to develop for promotion.
5. Request for Notification Cards may be completed in Room 100, Personnel Building, to notify you by mail when a specific examination is open for filing. Familiarize yourself with the areas in your work location where weekly job bulletins are posted.
6. Employees may obtain career counseling from the Personnel Department's Employee Development Section, (213) 847-9800, in Room 380, Personnel Building.

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(D-3:Career Ladders E-O)