



Position Title Customer Service/Meter Reader

Company Bangor Natural Gas

Location Bangor, ME

Department Customer Service

Posting Date 4/12/21 Posting Expiration Date 4/19/21

Overview:

This is an entry level position. This position requires the individual to answer phones, assist customers with billing questions, perform various tasks within the billing and meter reading systems, and provide backup for other customer service-related tasks as needed. The position also involves meter reading functions. The meter reader locates, interprets, and records meter readings on an assigned route that serves all customers; residential, commercial, and industrial. Meter conditions that warrant company follow-up action are reported. A company vehicle is provided for travel to and from work sites or a personal vehicle may be used with compensation provided.

This individual works both inside and outside and will occasionally enter basements and other confined spaces to obtain meter reads. Employee will work alone and in all weather conditions.

Essential Duties:

- This position will be tasked to complete day to day Customer Service-related activities such as final and begin reads, shut-offs, and re-reads as well as customer disconnects.
- Answer phones and respond to customer billing related inquiries
- Operate within billing and meter reading software to transfer reads to and from handheld meter reading devices as well as process daily customer billing as needed.
- This individual assesses information to ascertain or input meter reads and meter numbers. A reasonable effort must be made to gain access to meters so that they can be safely and accurately read.
- Visually checks meter set assemblies for unusual, hazardous, or otherwise unsafe conditions such as corrosion or leaks, and completes reports of such conditions to maintain customer safety, satisfaction, and good record keeping. Perform minor maintenance of customer MSA's to include painting and maintaining accessibility.

Qualifications:

- Previous experience involving extensive walking and customer service is helpful.
- Must be able to input and interact with the Company's billing software program to update meter reads, routes, and required customer data.
- The Meter Reader must have a valid Maine driver's license and a reasonably clean driving record. 20/20 vision (corrected) in both eyes is necessary. Employment is contingent upon passing a physical examination and drug test, while periodic, random drug testing is required throughout employment with Bangor Gas.



Physical Demands:

Frequent walking, bending, and stooping are necessary to gain access to meters. There is potential exposure to dog bites in accessing meters on private property.

Safety Sensitive Job:

This is considered a safety-sensitive job and as such is subject to random drug testing as required by the U.S. Department of Transportation (D.O.T.).

Application Process:

Internal candidates should complete the internal posting form and send the form to Annmarie Vincent, Human Resource Manager by the posting expiration date. Please include a resume if applicable.