

METER READER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

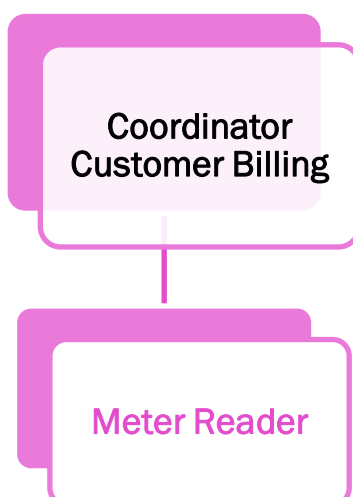
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Meter Reader	Effective Date:	November 2025
Department:	Customers, Community & Communications	Job Location:	Bairnsdale Office
Reports To:	Coordinator Customer Billing	Supervises:	Nil
External Contacts:	Customers, members of the public.		
FTE Classification:	Casual	Position Number:	Multiple positions
Prepared By:	People, Safety, and Culture; Manager Customers	Approved By:	General Manager Customers, Community & Communications

ORGANISATIONAL CHART



ABOUT THE ROLE

The Meter Reader is responsible for completing water meter readings across assigned routes within the East Gippsland region. The role ensures that readings are accrued out safely, efficiently, and cost-effective to meet regulatory, organisational and customer requirements. Key responsibilities include accurately recording and uploading meter data, inspecting meters for damage or leaks, and identifying any irregularities or abnormal water usage.

ABOUT THE ROLE

Meter Reading and Data Management	<ul style="list-style-type: none"> Conduct water meter readings across designated routes and complete special meter read requests, as required; Locate, access and read meters, accurately recording data using handheld devices; Verify and validate readings when discrepancies occur and ensure data integrity during upload; Inspect and monitor meters for faults, damage, leaks or abnormal usage, and update meter locations and numbers as required; Report readings, irregularities and findings to the Customer Billing Coordinator to support accurate billing and customer account management; and Adhere to East Gippsland Water's Remote Management Procedure and operational protocols.
Customer service	<ul style="list-style-type: none"> Represent East Gippsland Water in a courteous, professional and respectful manner at all times; Provide quality customer service by exercising sound judgement, initiative and confidentiality in all interactions; and Refer customer enquiries to East Gippsland Water's Customer Support Team as appropriate.
Teamwork	<ul style="list-style-type: none"> Is open to new ideas, demonstrate a willingness to change and maintains a positive attitude towards changes Share information with team members, effectively communicate with management and mentors
Culture, Values & Behaviours	<ul style="list-style-type: none"> Remain open available and approachable for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. Support a workplace culture that enables diversity, fair and inclusive practices. Represent EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	<ul style="list-style-type: none"> Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	<ul style="list-style-type: none"> Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • A considerable level of customer service skills when dealing with members of the public. • Sound geographic knowledge of the East Gippsland region, township and street locations. • Ability to locate and read household and commercial water meters accurately. • Competence in operating handheld computer devices. • Willingness and availability to participate in various formal and informal training as required. 	

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Well-developed time management skills with the ability to prioritise tasks and meet deadlines, particularly during times of peak activity. • Ability to work independently and unsupervised defined tasks or routes. 	<ul style="list-style-type: none"> • Ability to share and transfer knowledge and skills to other team members.

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Well-developed communication skills, enabling effective interaction with colleagues, customers, contractors and representatives at all levels with East Gippsland Water. • Ability to maintain a courteous, professional and approachable manner in all customer and team interactions. 	

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Current, valid driver's licence. • Access to a reliable, safe and roadworthy motor vehicle. 	

EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> • Ability to operate from various sites across the East Gippsland region, as required. • Physically fit and capable of performing all required duties. 	

KEY SELECTION CRITERIA

1. Experience in customer service, administration processes or meter reading (experience with water meters would be advantageous, but not essential).
2. Effective time management skills with the ability to prioritise tasks, meet deadlines and maintain quality outcomes during periods of high activity and limited supervision.
3. Well-developed interpersonal skills combined with good technological, verbal and basic written skill.
4. Sound geographic knowledge of the East Gippsland region, including townships and street locations.
5. Availability to participate in meter reading cycles up to four times per year, as required.
6. A positive attitude and commitment to East Gippsland Water's Values and Behaviours, including being accountable, innovative, passionate and united in achieving corporate objectives.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://egwater.vic.gov.au).