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**Warning: Printed copies of this document not in an official Manual MAY NOT BE THE LATEST.
The most up-to-date version is located on the Intranet.**

JOB DESCRIPTION

1. APPROVALS	
Contact Manager:	Group Faults and CitiPower Network Services Manager
Approved by:	General Manager Network Services
Date:	16/04/04

2. JOB DETAILS	
Job Title:	Meter Technician
Reports to:	Supervisor Meter Investigations
Location:	Rooney Street, Burnley
Business Unit:	Network Services
Employment Type:	Award

3. REMUNERATION (details to be completed by Human Resources)	
Pay Range:	To be advised
Date last evaluated:	
Evaluated by:	Robert Culliver

4. JOB PURPOSE
<i>In one or two paragraphs, state the main purpose of the role – use action words to define WHAT is done and WHY it is done.</i>

Meter Technician

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The purpose of this role includes:

- Investigation of metering installations
- Field testing (accuracy) of meters
- Rectification of metering faults
- Replacement of Metering equipment
- Administration of metering asset data changes in the relevant IT system

All work is to be performed in accordance with the Meter Maintenance Plan and in a manner that supports NEMMCO accreditation as a Meter Provider.

Note – Incumbents may be required to undertake availability duties.

Pre-Employment Medical Clause: Employment will be subject to the candidate successfully completing a pre-employment medical examination (which includes hearing test, colour blindness and physical examination) and relevant drug and alcohol test, to assess fitness for work.

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5. KEY RESULT AREA (KRAs) & KEY RESPONSIBILITIES (KRs)	
Key Result Area	<ul style="list-style-type: none"> Clearly describes the major area of responsibility or activity, which is the focus of performance in this role. For example – “Manage Group”. Rank each KRA from 1 to 5 in order of importance and quantity of time spent on each.
Key Responsibilities	<ul style="list-style-type: none"> Are the key accountabilities / functions performed under each KRA. They describe what is to be achieved for each KRA (are not written as individual tasks), there usually three to four Key Responsibilities per Key Result Area.
Key Result Area (KRA)	Key Responsibilities (krs)
Testing	<ul style="list-style-type: none"> Proficient insitu and laboratory testing of energy meters and ancillary equipment used for billing purposes (High Voltage and Low Voltage installations).
Investigating	<ul style="list-style-type: none"> Investigation of high bill enquiries as a result of Customer and/or Retailer concerns. Investigation of possible circuit faults relating to CitiPower Network’s metering assets Investigation of possible faults with electronic metering assets and ancillary equipment. Investigation of possible metering/account transpositions.
Programming	<ul style="list-style-type: none"> Programming of CitiPower Network’s electronic metering assets and ancillary equipment for use with metering systems in the National Electricity Market. (Eg. Manually / Remotely Read Interval Meters).
Replacement	<ul style="list-style-type: none"> Maintenance of CitiPower Network’s metering assets in accordance with the CitiPower Meter Maintenance Plan. Alteration of metering systems in order to accommodate a Retailers tariff.
Data Quality and Process Improvement	<ul style="list-style-type: none"> Auditing and reporting of meter related work by other work groups. Comparison of data between field operations and systems
Other	<ul style="list-style-type: none"> Undertake other duties as directed

6. BUSINESS IMPACT
Describe how this role’s performance impacts upon business results
The role has a direct impact on customer satisfaction and retention through network service performance.

7. BUDGETARY			
Operating Budget	\$ 0	Revenue Budget	\$ 0
Capital Budget	\$ 0	Employees (FTE’s)	
Number of Direct Reports	0		

8. CHALLENGES IN ROLE
List the major challenges the role would face in meeting the Key Responsibilities

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Major challenges for the position revolve around the requirements to manage increasing volumes of work, constraints, the prioritisation of workload and the dealing and interactions with customers and contractors.

9. PRE-REQUISITIES

- Define the minimum educational qualification level required for the role:
(for example – Advanced Diploma of Electrical Power Systems for a Technical Officer role)
 - Recognised Metering Trade qualifications or approved “equivalent” Electrical Trade qualifications
 - Basic numeracy and literacy skills
 - Holder of a Victorian Driver’s license. The maintenance of this license is a prerequisite for this job
 - Problem solving skills
 - Customer Focus
- Define the specialised training required to perform this role:
(for example – SAP Payroll Training for a Payroll Officer role)
 - CIS/OV
 - Customer Focus
 - Access Database
 - Metering software (PACS, Empwin, Winflag, Nilsen)
- Define the work experience required to perform this job.
(for example – previous work experience as a personal assistant / secretary for an Executive Secretary role)

Previous metering experience would be an advantage

10. JOB KNOW-HOW

Define the depth and breadth of job related know-how required to perform the role.

- Record of proficiency in the installation, commissioning, testing, investigation, and maintenance of metering equipment
- Detailed knowledge of electrical safety requirements (Green/Blue Book)
- Basic literacy and numeracy skills for accurate interpretation of written information, preparation of reports, and accurate interpretation of meter dials and displays
- Ability to be an effective team member
- Computer literacy to enable efficient preparation of reports, storage, and retrieval of test data, transfer of files and programming/uploading/downloading of data to/from meters
- Ability to effectively work in an environment of tight time and cost constraint
- A working knowledge of, and personal commitment to implementing CitiPower’s Quality Assurance system

11. RESOURCE SUPPORT

List the policies, procedures, systems, precedents or other employees (both internal & external) available to provide direction/guidance/information to assist the role in meeting the KR’s.

- Group Faults and CitiPower Network Services Manager
- Network Services
- CitiPower Network
- Policies, procedures, standards and guidelines

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12. JOB RELATED COMPETENCIES

Rank the Five critical job related competencies required to ensure that all the Key Responsibilities are achieved. Refer to the Intranet for the list of Job Related Competencies and their appropriate performance standard levels.

Competency Name	Level	Performance Standard
Energy Meters and Communication Systems	1	<ul style="list-style-type: none"> • Installs, removes and replaces LV current transformer metering in accordance with established procedures and standards • Accurately tests current transformer metering and equipment • Maintains cellular and unisolated PSTN communication systems in accordance with established procedures and standards. • This competency aligns with the Electricity Supply Industry (Transmission and Distribution) National Competency Standard -NTD 311 Install and Maintain Energy Meters and Associated Equipment.
Innovation & Problem Solving	1	<ul style="list-style-type: none"> • Consults a wide range of information sources • Breaks down situations into manageable parts and sees basic and more obvious relationships • Prioritises different components.
Customer Service – Customer Liaison	1	<ul style="list-style-type: none"> • Acknowledges all customer enquiries in a timely and professional manner • Acknowledges all written customer complaints in a professional manner within 2 days of receipt • Follows up and meets the target dates for resolution of customer complaints in accordance with the Customer Complaints procedure.
Revenue Protection	2	<ul style="list-style-type: none"> • Identify and minimise controllable revenue losses, through analysis, detection and investigation in accordance with procedures and practices.
Planning & Implementing	1	<ul style="list-style-type: none"> • Competent • Plans own work schedule and monitors progress against the schedule • Effectively manages priorities • Regularly reports to team leader or manager on progress or completion of activities •

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13. CORE VALUES & BEHAVIOURS	
All Employees are required to display these three key values and behaviours in working towards both their Corporate and individual targets	
Behaving Ethically, with Integrity & Respect	Acts with integrity, and maintains high ethical and personal standards in dealings with others
Self Management & Learning	Taking responsibility and accountability for own behaviour, performance and development
Living the Values	Aligning behaviours, decisions and actions with the CitiPower / Powercor Core Values and Behaviours and related Business guidelines and standards

In addition to the above, **all employees in a leadership or specialist management role** are required to display these seven key leadership values and behaviours:

Leading Change, Innovation & Continuous Improvement	Committed to excellence and innovation in all that we do. Contributes to and supports change and all opportunities to continually improve the business' services, work processes and results.
Leading Team Performance	Motivating and coaching people to deliver superior results
Strategic Effectiveness	Developing and communicating rigorous and creative business strategies that drive sustainable value for CitiPower / Powercor
Inspiring Vision and Direction	Conveys organisational vision, strategies and values to the team and works to agreement on action to be taken
Commercial Imperative	Applying commercial rigour and discipline to all business decisions and customer relationships. Identifies ways of leveraging off as well as protecting business value
Developing & Coaching Others	Recognises and reinforces the importance of developing employees at all levels. Develops and coaches team members to meet work requirements, and seeks opportunities to realise individual's career potential, as appropriate. Understands the importance of effective Succession Planning and sharing of talent across the business
Engaging and Enabling Others	Takes action to support, engage and enable others, including seeking to involve others in decisions that affect them. Achieves results through others by providing support and effective delegation