



## POSITION DESCRIPTION

<b>Role Title:</b>	Metering Assets Manager
<b>Reports To:</b>	Customer and Metering Services Manager
<b>Direct Reports:</b>	Nil
<b>Location:</b>	Invercargill

### POWERNET

**Our Purpose: Safe | Efficient | Reliable Power to Communities**

#### **Our Critical Success Factors**

- Safety Always
- Customer Focus
- Continuous Improvement
- Passionate Empowered People
- Courageous Leadership

#### **Our Values**

- Up Front and Honest
- Make a Difference
- Do It Once, Do It Right
- Back Each Other
- Take Positive Action

### PURPOSE OF THE METERING ASSET MANAGER ROLE

**To support the effective deployment of smart meters across the PowerNet networks**

### KNOWLEDGE AND EXPERIENCE, SKILLS AND ATTRIBUTES REQUIRED

#### **Essential Criteria**

##### **Qualifications:**

- NCEA Level 2 or equivalent
- Registered Electrician or equivalent

##### **Registration and Licences:**

- Current full drivers licence

##### **Preferred Criteria**

- Minimum three years electrical industry experience – with knowledge of metering systems
- Experience in business administration, particularly using computer based management systems
- Forklift Licence

##### **Experience Knowledge and Skills:**

- Experience in responding to technical customer queries
- Familiarity with logistics and stock control
- Experience with work scheduling
- Sound knowledge of the Microsoft Office Product Suite
- Proficiency in Excel and databases
- Geographical knowledge of Southland and Otago

##### **Attributes:**

- Well-developed interpersonal skills, a cooperative, team player.
- Strong customer service skills
- Strong written and verbal communication skills
- Ability to work within timeframes with a high level of accuracy and quality
- Organised and adaptable



- Detail orientated
- Ability to effectively communicate with internal and external customers
- Good problem solving skills.
- Self-starter, uses initiative, sees what needs to be done and takes action

KEY RELATIONSHIPS		
<b>Internal</b>		
• Customer and Metering Services Manager	Liaison, leadership, reporting	Daily
• Smart Meter Project Manager	Conversational, liaison, reporting	Daily
• Administration team (metering)	Conversational, liaison	Daily
• Customer Service Project Managers	Conversational, liaison	As required
• Smart Meter Installers	Conversational, liaison, reporting	Daily
<b>External</b>		
• Electricity Retailers	Conversational, liaison, negotiation	As required
• Deployment partners	Conversational, liaison, negotiation	Weekly
• Customers	Conversational, liaison, negotiation	Daily
• Contractors	Conversational, liaison, negotiation	Weekly
• Suppliers	Conversational, liaison, negotiation	As required

AUTHORITY LEVELS	ACTIVITY	CRITERIA
<b>Financial</b>	• Within delegated authority	• Under supervision of Manager
<b>Contractual</b>	• Within delegated authority	• Under supervision of Manager
<b>Staffing</b>	• Nil	• Nil.

I am responsible for	What is expected of me
<b>Managing queries regarding meter installations</b>	<ul style="list-style-type: none"> <li>• Answer and respond to customer queries regarding meter installations</li> <li>• Assist meter installers with metering installation queries</li> </ul>
<b>Scheduling deployment of meters</b>	<ul style="list-style-type: none"> <li>• Assist with the deployment of meters to deployment partners</li> <li>• Select meters or grounds of meters for deployment</li> <li>• Assist with the notification to customers of meter installations</li> </ul>



<b>Smart meter stock management</b>	<ul style="list-style-type: none"> <li>Managing logistics and stock control of the meters and associated consumables</li> <li>Manage any removed meters for reuse</li> <li>Assist with the preparation of monthly reports</li> <li>Process day to day metering changes</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Undertake such other responsibilities as may be reasonably required from time to time.</li> </ul>

Success Factors	What success looks like
<b>Safety Always</b>	<ul style="list-style-type: none"> <li>You and the others you interact with, go home unharmed by choosing safer behaviours</li> <li>If something goes wrong, you report it immediately</li> <li>You are adopting the new safety requirements with an open mind set</li> </ul>
<b>Efficiency and Reliability</b>	<ul style="list-style-type: none"> <li>You are ready to do your tasks</li> <li>Stepping forward to be self sufficient</li> <li>Set up with the right equipment and organised</li> <li>You look for ways to get the job done rather than talking about why you can't do it</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Build strong relationships with all customers/clients and employees</li> <li>Provides a service to our customers that go beyond their expectations</li> <li>Identify any opportunities that may benefit our customers</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>You make suggestions and identify ways to make things better</li> <li>Stay involved to make it happen</li> <li>You bring ideas and contribute to the final decision</li> <li>Avoid the trap of expecting others to solve your problems</li> <li>You bring an open mind set to change</li> </ul>
<b>Courageous Leadership</b>	<ul style="list-style-type: none"> <li>Your behaviour reflects the Company's vision and values</li> <li>Lead from the front in health and safety practices</li> <li>Bring new ideas to develop our business</li> <li>Assist in providing a culture within PowerNet we can all be proud of</li> </ul>

*Note: The above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager and may be included in performance review accountabilities.*

**Incumbent:** \_\_\_\_\_

**Date:** \_\_\_\_\_