

Meter reader Job Description

A free job description template for the Gas industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This meter reader job description template is designed to reflect Australian workplace standards and gas industry practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment laws.

1. Position overview

A gas meter reader travels a set route to read residential and commercial gas meters, records and uploads consumption data, and checks each meter for damage, tampering or leaks. The role combines reliable fieldwork and accurate data capture with basic customer interaction and safety awareness.

In Australia, meter readers are typically classified under the Gas Industry Award 2020 (MA000061) as field or operations employees, usually around Level 2 to Level 3 depending on experience, route complexity and the range of duties performed.

This template provides a foundation for creating clear, compliant job descriptions that attract reliable field staff while setting appropriate expectations for the role. Once hired, manage your field team efficiently with rostering software.

2. Key responsibilities

Meter reading

Travelling an assigned route to read residential and commercial gas meters, including both manual dials and smart or advanced metering infrastructure (AMI) devices.

Data capture

Recording consumption readings accurately on a handheld or mobile device and uploading data to the billing system, ensuring readings are complete and error-free.

Meter inspection

Checking meters for damage, corrosion, tampering or signs of gas leaks, and photographing or documenting any issues found.

Fault reporting

Reporting faulty meters, access problems, safety hazards and suspected leaks to the appropriate team promptly and following escalation procedures.

Route and schedule management

Meeting daily read targets, following the planned route schedule and managing time efficiently to complete allocated reads on time.

Customer interaction

Providing basic, courteous customer interaction, delivering notices or cards, and answering simple queries while representing the business professionally on site.

3. Skills and attributes

- Accuracy: Careful, precise recording of meter readings and attention to detail when capturing and uploading consumption data.
- Route navigation: Ability to plan and follow routes efficiently, read maps and mobile navigation, and locate meters across varied properties.
- Time management: Self-motivation to meet daily read targets, work independently and manage a full route within scheduled hours.
- Communication: Clear, courteous interaction with customers and team members, plus accurate written reporting of faults and issues.
- Safety awareness: Alertness to gas leaks, hazards and site risks, and consistent compliance with safety procedures during lone fieldwork.
- Physical fitness: Capacity for extended walking, driving and moving between properties in all weather conditions throughout the day.

4. Qualifications and requirements

The qualifications for meter reader positions are entry-level friendly and depend on the route type and service area. Some are mandatory, while others are preferred or desirable.

- Driver's licence (required) — A current, valid driver's licence is required for travelling between routes and properties
- Working rights (required) — Eligibility to work in Australia
- Physical fitness (required) — Ability to walk routes and move between properties for extended periods in varied weather
- Formal trade qualification — No trade qualification needed — this is an entry-level pathway with on-the-job training
- Previous field experience — Experience in meter reading, delivery or field roles is advantageous but not essential
- First aid certificate — Current first aid certification is desirable for lone field work

5. Working conditions

- Outdoor work in all weather conditions throughout the year
- Extended walking and driving between properties along the route
- Lone work with limited day-to-day supervision
- Use of handheld and mobile devices for data capture
- Some early starts to complete daily read targets
- Compliance with safety procedures and personal protective equipment requirements

6. Award information

Gas industry award 2020

Most meter reader positions in Australia are covered by the Gas Industry Award 2020 (MA000061). This modern award sets minimum pay rates, penalty rates, allowances and conditions for employees in gas distribution, retail and related operations. View current Gas Award pay rates.

The award uses an 8-level classification ladder, with ordinary hourly rates from around \$26.44 (Level 1) up to \$36.89 (Level 8) for FY2026/27. A meter reader is typically classified around Level 2 to Level 3 as a field or operations employee, progressing with experience and the range of duties performed. Casual employees receive a 25% loading. Use award interpretation software to calculate pay accurately.

Penalty rates and allowances

Under MA000061, penalty rates apply for weekend and shift work: Saturday work is paid at 150% and Sunday at 200%, with public holidays at 250%. Afternoon shifts attract a 115% loading and night shifts 130%, while overtime is generally paid at 150% for the first hours and 200% thereafter.

Employees required to be on call may be entitled to an availability duty allowance of around \$290.97 per week. Confirm the current rates and allowances that apply to your business, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a gas meter reader do?

A gas meter reader travels an assigned route to read residential and commercial gas meters, records and uploads consumption data, and checks each meter for damage, tampering or leaks. They report faults, may deliver notices, and provide basic customer interaction while meeting daily read targets and route schedules. It is a field-based role that combines accurate data capture with safety awareness.

Q: What award covers meter readers in Australia?

Most meter reader positions are covered by the Gas Industry Award 2020 (MA000061), which sets minimum pay, penalty rates and conditions for gas distribution, retail and related operations. Some businesses may instead be covered by an enterprise agreement. Always confirm which instrument applies to your specific operation.

Q: What classification level should I use for a meter reader?

Under the Gas Industry Award, meter readers are typically classified around Level 2 to Level 3 as field or operations employees, progressing with experience and the range of duties performed. The award uses an 8-level ladder from around \$26.44 per hour at Level 1 to \$36.89 at Level 8 for FY2026/27. See our Gas Award pay rates guide for current rates at each level.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties' or 'Competitive hourly rate based on experience.' Check the current Gas Award rates for guidance.

Qualifications

Q: Do meter readers need a trade qualification?

No formal trade qualification is required to work as a meter reader — it is an entry-level pathway with on-the-job training. Employers generally require a valid driver's licence, working rights in Australia and the physical fitness to walk routes. Prior field, delivery or meter reading experience is advantageous but not essential.

Q: Is a driver's licence required for a meter reader?

Yes, a current and valid driver's licence is typically required because meter readers travel between routes and properties throughout the day. Confirm the licence class needed for any company vehicle and check the candidate's driving record where relevant to your business.

Q: What qualifications should I require vs prefer for a meter reader?

Mandatory requirements usually include a valid driver's licence, working rights in Australia and physical fitness for walking routes. Preferred qualifications include previous field or meter reading experience and a current first aid certificate for lone work. Avoid over-qualifying entry-level positions, as it narrows your candidate pool unnecessarily.

Q: Can I hire meter readers without experience?

Yes. Meter reading is an entry-level role and many businesses hire and train staff without prior experience. Focus on reliability, attention to detail, physical fitness and a clean driving record. Clear job descriptions help candidates understand the daily route work and self-select appropriately.

Employment

Q: Should I hire casual or permanent meter readers?

This depends on your workload. Casual meter readers offer flexibility for seasonal or variable read cycles but attract a 25% casual loading under the Gas Industry Award. Permanent part-time or full-time staff provide route consistency and stronger retention. Many businesses use a mix — permanent staff for core routes and casuals for peak periods.

Q: What penalty rates apply to meter readers?

Under the Gas Industry Award (MA000061), Saturday work is paid at 150% and Sunday at 200%, with public holidays at 250%. Afternoon shifts attract a 115% loading and night shifts 130%, while overtime is generally 150% for the first hours and 200% thereafter. Use award interpretation software to calculate rates accurately.

Q: What is the availability duty allowance for meter readers?

Under the Gas Industry Award, employees required to remain available for call outside ordinary hours may be entitled to an availability duty allowance of around \$290.97 per week for FY2026/27. Confirm the current allowance and eligibility rules that apply to your business before including on-call expectations in the job description.

Q: What should I include in a meter reader employment contract?

Key elements include: position title and classification level, employment type (casual, part-time or full-time), hourly rate, applicable award, reporting structure, main duties, service area and required qualifications such as a driver's licence. For casuals, include the 25% casual loading. Use our digital employment contracts to simplify this process.

Rostering

Q: How far in advance should I provide rosters to meter readers?

Award and agreement rostering rules vary, so confirm the notice period that applies to your business. As a general practice, providing rosters at least 7 days in advance gives field staff visibility of their routes and shifts. Using rostering software helps ensure compliance and reduces last-minute changes.

Q: How do I roster meter readers across multiple routes?

Assign routes based on read cycles, geographic zones and each reader's availability, balancing daily targets with realistic travel time. Use rostering tools to track hours, monitor targets and adjust route allocations when staff are absent. This keeps read cycles on schedule and avoids overloading individual readers.

Q: What breaks are meter readers entitled to?

Break entitlements are set by the applicable award or agreement and generally include a meal break for shifts beyond a set length. Because meter readers work independently in the field, set clear break policies and ensure staff record their time accurately. Use time and attendance tools to support compliance.

Q: How do I manage meter reader availability for rostering?

Collect availability preferences during onboarding and update them regularly. Use HR software and rostering tools to track when each reader can work and any licence or vehicle constraints. Set clear policies about minimum availability and how to request changes, which simplifies route planning and reduces gaps.