



**Job Title:** AMI Analyst  
**Department:** Water and Sewer  
**Location:** 319 Charger St, Revere, MA 02151  
**Hours:** Mon 8:00am – 7:00pm, Tues to Thurs, 8:00am to 5:00pm / Fri. 8:00am to 12:00pm. 39 hours  
**Salary:** \$28.61 - \$31.70 per hour. This is a union position.

**DESCRIPTION:**

The AMI (Advanced Meter Infrastructure) analyst is responsible for the daily operations, monitoring, and exception processing of the AMI and MDMS (Meter Data Management System), applications, data, and processes to ensure the accuracy of data used for billing, products and services. He or she will possess aptitude for accuracy, detail, and statistical analysis, with strong problem solving and communication skills. Must have a strong computer background with the ability to quickly learn new skills.

**ESSENTIAL FUNCTIONS:**

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Assists with water/sewer billing process.
- Creates reports and other documents as requested.
- Answers the public's questions in a courteous, respectful, and professional manner.
- Records and reports on any resident complaints or concerns.
- Performs a variety of administrative duties to support the daily functioning of the office.
- Assists with scheduling and planning meetings.
- Assists with the implementation of new applications relating to AMI.
- Perform validation checks to determine accuracy of field data and report missing data.
- Issue customer information investigative orders to obtain delinquent meter data and communicate with field personnel / meter technicians to resolve issues with obtaining reads/intervals.
- Utilize tools and applications to efficiently complete tasks such as leak detection, meter tampering and reverse flow.
- Creates and uses macros for excel spreadsheets.
- Performs other related duties as required.

**QUALIFICATIONS:**

- Revere residency preferred.
- One to three (1-3) years of customer service experience required.
- one to three (1-3) years of experience preferred in enterprise applications, such as AMI (Advanced Metering Infrastructure), meter data management systems, Census Analytics, or Munis software.
- Bachelor's degree preferred.
- Advanced skill with Microsoft Excel required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge:

- Knowledge of MS Office products which include Outlook, Word, Excel, and PowerPoint.
- Knowledge of operation of standard office equipment, e.g., computers, fax, phone, printer, photocopier, and scanner.

Skills:

- Strong time-management skills. Highly effective communication skills, including written and public speaking skills.
- Strong problem solving and interpersonal skills.

Abilities:

- Ability to be flexible and adjust to fast-paced environment.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively and efficiently verbally and in writing.
- Ability to organize time efficiently; prioritize multiple tasks and adjust workload as needed in a team environment.
- Creative thinking, listening and problem-solving skills.

**PHYSICAL ENVIRONMENT:**

Work is primarily performed in an office environment. The work involves sitting, standing, walking and stooping. The employee may be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.