**Role**: Meter Reading Administrator

**Area:** COO – Network Services

**Sub-Area:** Meter Reading

**Location:** Dublin

**Salary:** Competitive

**Duration:** Permanent **Ref:** GNI939



Gas Networks Ireland operates and maintains Ireland’s €3bn, 14,725km national gas network, which is considered one of the safest and most modern renewables-ready gas networks in the world.

Almost 725,000 Irish homes and businesses trust Ireland’s gas network to provide efficient and reliable energy to meet their heating, cooking, manufacturing and transport needs.

The gas network is the cornerstone of Ireland’s energy system, securely supplying more than 30% of Ireland’s total energy and over 40% of the country’s electricity generation.

Gas Networks Ireland is aiming to deliver a repurposed, resized and fully decarbonised gas network by 2045. Its “Pathway to a Net Zero Carbon Network” envisions transforming the existing gas network into two separate systems carrying 100% renewable gas, one dedicated to biomethane and the other to green hydrogen, with the potential to carry approximately 30% biomethane and 70% green hydrogen, as well as offering significant long term energy export opportunities.

Gas Networks is an organisation with a very strong legacy and a culture founded on pride in our purpose, to keep Irelands energy moving, and commitment to our vision, to be at the heart of Irelands energy future. Our organisational values demonstrate what is important across the organisation including building on our experience across our organisation to build towards our sustainable future, doing what's right for each other and for the people and communities that we serve and finally energised for the change of our future towards a renewable energy landscape. Throughout your career in Gas Networks Ireland, you will be part of an organisation that has a strong commitment to supporting and developing our workforce today and into the future. You will also have an opportunity to get involved in our ambitious iBelong programme ensuring a diverse, equitable and inclusive environment for us all to thrive. Finally, our Time to Talk Mental Health programme and our wellbeing initiatives ensure we provide support across many areas as you work in our organisation.

**The Role:**

The Service Delivery function within Gas Networks Ireland is responsible for delivering capital construction projects in the field in the safest, most efficient and cost-effective manner, executing field work safely and efficiently in support of maintenance and repair of network assets, and operating the Transmission and Distribution networks safely and reliably.

The Services Team within Service Delivery is responsible for managing all meter related work such as customer connections and relocations, meter maintenance, replacement, decommissioning and collection of Meter Read data.

Reporting to the Meter Reading Administration Supervisor, the Meter Reading Officer will have responsibility for implementation of Meter Reading policies and procedures as part of the National Meter Reading team.

**Duties and Responsibilities:**

* Daily review of all Meter reading, Siteworks, Dial-a-read/Web-a-read and PPM validation exception reports and co-ordinate resolution of issues raised there-in.
* Monitor shipper e-mails daily and resolve any queries as required.
* Monitor and manage customer complaints, escalations and queries as required.
* Monitor and manage shipper complaints process as required.
* Weekly review of No Read Reports and resolution of all issues.
* Weekly review of Unprocessed Read Reports and resolve issues as required.
* Administration of Domestic, I/C and Customer Long Term No Access policies and procedures.
* Liaise with Meter Reading Operations Supervisors as required.
* Liaise with other Networks Departments to resolve issues.
* Liaise with Shipper Services to resolve Shipper issues.
* Manage the MPD50 and MPD51 processes in line with agreed procedures.
* Carry out Monthly Daily Metered Data cleansing and liaise with GTMS team with returned data.
* Monitor outstanding DQMW (Data Quality Meter Work) in Maximo and reconcile read table in line with Meter Mix Up Resolution procedures.
* Co-ordinate with GMC Meter reading Contractors and Supervisors in relation to Quality Control processes and procedures.
* Administration of MRS Surveys and reporting on results and follow up procedures.
* Liaise with Networks Call Centre in relation to customer issues and queries.
* Assist in preparation of MRS. Monthly reports.
* Liaise with Contract Meter readers, Supervisors and GNI Readers by phone to resolve read validation issues.
* Other duties as maybe assigned from time to time.

 **Knowledge, Skills and Experience:**

* Previous administration experience, preferably in a similar environment
* Working knowledge of Maximo, IUS and Excel essential
* Excellent Numerical skills required.
* A good knowledge of MRS policies and procedures required.
* Ability to work with others to ensure success in the performance of a team
* Excellent verbal and written communication skills with the ability to convey messages in a clear and sufficient manner
* Proven effective time management skills with the ability to prioritise and remain focused
* Flexible with regards working in a changing environment and the ability to adjust to new work structures, processes, and requirements as necessary
* Proactively identifying new areas of learning and using newly gained knowledge and skill on the job
* Striving for quality and ensuring consistent high standards of work

**Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email:** recruit@gasnetworks.ie

The closing date for receipt of applications for this vacancy is **4th August 2025**

Please note that applications submitted after this closing date will not be accepted.

**Gas Networks Ireland is an equal opportunities employer**

***We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called iBelong to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.***

GNI will only hold your data for as long as necessary.  By providing a CV to GNI you are agreeing for GNI to process this information about you. If you have any question about how GNI processes your data please see our [Privacy Notice](https://scanner.topsec.com/?d=2233&r=show&u=https%3A%2F%2Fwww.gasnetworks.ie%2Fhome%2Flegal%2Fprivacy-policy%2F&t=dd68957acffb502816608a16478be0482ed0e8f4).   If you have further questions, you can contact us at dataprotection@gasnetworks.ie