

METER SERVICES SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, to supervise, assign, review and participate in the work of staff responsible for the installation, maintenance, repair, replacement and reading of water meters; to respond to customer inquiries and complaints; to ensure work quality and adherence to established policies and procedures; and to perform the more technical and complex tasks relative to assigned area of responsibility.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Plans, prioritizes, assigns, supervises, reviews and participates in the work of staff responsible for the installation, maintenance, repair, replacement and reading of water meters; responds to customer inquiries and complaints; establishes schedules and methods for providing meter reading and maintenance services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly; participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures; recommends and assists in the implementation of goals and objectives; implements approved policies and procedures; performs the more technical and complex tasks of the work unit including preparing work schedules and route lay-outs for maintenance and meter reading activities; participates in meter reading, collections, turn-ons and turn-offs; maintains records regarding meter installation, repair, reading and inventory; participates in the selection of meter reading staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a meter reading, maintenance and repair program;
- Methods and techniques of meter selection, installation, reading, testing, maintenance and repair;
- Principles of modern meter reading including advanced meter reading (AMR) and advanced metering Infrastructure (AMI) technologies; financial, deployment and maintenance strategies; industry trends and emerging technology;
- Principles of supervision, training and performance evaluation;
- Use and capabilities of modern office machines and equipment including computers, automated equipment and related software applications.

- Modern and complex office methods and practices including record keeping techniques, report writing, business correspondence, typing and filing systems.
- Principles and practices of customer service; and
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Supervise, organize and review the work of lower level staff;
- Select, supervise, train and evaluate staff;
- Perform a variety of meter reading, installation and repair functions;
- Utilize a variety of hand tools in the performance of assigned duties;
- Maintain accurate and current records;
- Respond to requests and inquiries from the general public;
- Interpret and explain City policies and procedures;
- Prepare clear and concise reports;
- Communicate clearly and concisely, both orally and in writing; and
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience: Four years of meter reading, maintenance and repair experience including one year of lead or supervisory responsibility.

Training: Equivalent to the completion of the twelfth grade supplemented by specialized training in meter reading, installation, maintenance, repair or a related field.

License or Certificate:

Possession of a Grade 2 Distribution Operator's certificate issued by the State Water Resources Control Board. Possession of an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental Conditions: Office and field environment; travel from site to site; exposure to inclement weather conditions; computer screens; office equipment noise, work in or with water, on slippery uneven surfaces and around heavy equipment.

Physical Conditions: Essential functions may require maintaining physical condition necessary for standing or walking for prolonged periods of time; moderate or light lifting; operating motorized equipment and vehicles.

Previous Title: Meter Shop Supervisor