

METER SERVICES SUPERVISOR

JOB SUMMARY

Under general direction, plans, directs, supervises and coordinates the work of a crew performing skilled tasks in meter services with duties including: customer service inquires, meter reading, meter repair and maintenance, investigation of water leaks, coordination of water shutoffs and shutdowns; performs a variety of technical and administrative support functions; and performs related duties as assigned.

EXAMPLES OF DUTIES

(Duties include but are not limited to the following):

- Directly supervises meter services staff; implements and enforces District policies and procedures; trains and assesses the performance of employees within the work unit.
- Plans, assigns and schedules work unit assignments and duty schedules.
- Schedules and supervises the meter maintenance program, including preventative maintenance.
- Evaluates and determines maintenance and repair needs; inspects work for quality; participates in determining equipment, personnel and material needs.
- Sets up schedules for meter testing, maintenance and repairs; examines meters for signs of tampering; and keeps accurate and legible records on all repairs.
- Ensures compliance with state, federal and county health standards, and safety and environmental regulations governing the meter services division.
- Assists department superintendent in developing and writing policies and procedures.
- Performs meter shutoffs for planned water interruptions.
- Oversees the scheduling of meter reading routes, and makes adjustments as necessary.
- Listens to, answers, checks and resolves customer concerns and/or complaints; and advises customers of District codes, policies and procedures regarding water service.
- Prepares routine and special reports relative to meter services, as required by management or regulatory agencies.
- Arranges scheduling and prepares letters and notices to customers regarding water shutoffs and shutdowns, easement issues, and other related meter services correspondence.
- Enforces all safety regulations, ensuring safe work methods are followed and appropriate safety precautions and equipment are utilized; conducts safety meetings with subordinates.
- Provides on-the-job training in the safe operation of work crew's tools, equipment and safety devices.
- Prepares work schedules for meter services staff, and designates work procedures and practices.
- Prepares and maintains all meter services maintenance records.
- Requisitions supplies, materials and equipment to complete assigned tasks.

- Maintains records and prepares a variety of reports including time, supplies and equipment and materials used, and of work accomplished.
- Assists the department superintendent in preparing the annual line-item expenditure budget for the meter services division.
- Coordinates the installation and repair of all District potable and non-potable water meters, including temporary meters for subdivisions, commercial and irrigation accounts.
- Oversees maintenance, repair and replacement of facilities under his/her control, including custodial duties in the buildings and yards.
- Reads, interprets and works from engineering drawings and blueprints.
- Observes and documents performance and prepares periodic and special evaluations of performance; prepares supporting documentation and recommends employee recognition and discipline; and counsels employees on matters related to performance and employment status.
- Responds to emergency situations including those occurring after normal working hours.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of effective leadership and employee supervision, including training and performance evaluation.
- Relevant local, state and federal laws, regulations and guidelines pertaining to water distribution.
- Advanced journey-level practices, techniques, tools and equipment used in the construction, maintenance and repair of a large potable water distribution system, including: mains, service lines, valves, hydrants, meters, related facilities and appurtenances.
- Safety methods, precautions, procedures and regulations pertaining to all facets of meter and utility work.
- Accurate record keeping methods.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment and software.

Ability to:

- Plan, direct, supervise, schedule and review the work of subordinates.
- Motivate and evaluate staff and provide for their training and development.
- Stay up-to-date on current laws and regulations in the meter services division.
- Analyze complex meter services problems, evaluate alternatives, and recommend or adopt effective courses of action.
- Develop and implement work standards.
- Prepare clear and concise records, reports and other written materials.
- Exercise independent judgment and initiative within established guidelines.
- Use diplomacy, tact and firmness in dealing with the public.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Ensure staff adheres to procedural and safety requirements on the job.
- Recognize unusual or dangerous operating conditions and take rapid appropriate action.
- Understand and carry out oral and written instructions.

- Establish and maintain effective working relationships with department personnel, other departments, outside agencies and the public.
- Use computers and related software applications.
- Be available for overtime, standby and after-hour emergencies.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: A minimum of four years of responsible experience in the construction and maintenance of a water distribution system, including meter installation and repair. Supervisory experience highly desirable. Customer service experience is required.

Education: Formal or informal education or training at a level which ensures the ability to read, write, and perform mathematical computations and write reports at a level necessary for successful job performance, and supplemental coursework to meet certification requirements. Supplemental training or coursework in the principles of supervision is required, or must be obtained within six (6) months of employment.

Licenses and Certificates:

1) Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier; Class A is desirable. 2) Possession of a State of California Distribution Operator certificate, Grade III, at time of appointment is required. Certification at the required level must be maintained.

Physical Demands:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; operate hand and power tools requiring strength and coordination; use hands and fingers repetitively to manipulate small objects and print or write legibly; regularly lift over 50 pounds and frequently, over 100 pounds, with assistance; be exposed to harsh substances; be exposed to foul odors within acceptable ranges/levels; work in confined spaces; ascend and descend ladders up to 50 feet in height; wear protective apparel including, but not limited to, goggles, face protectors, aprons, fall protection, shoes and a respirator, as required by OSHA standards; reach with hands and arms; speak in a normal voice to be able to be heard and understood on the telephone and awareness of electrical hazards.

OTHER REQUIREMENTS

May be required to work evenings, weekends and holidays, and assume stand-by duty as necessary.

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