



CLASSIFICATION SPECIFICATION

METER SUPERVISOR

Department: Meters
Range:

FLSA Status: Exempt
Effective Date: September 1, 2010

General Purpose

Under general direction from the Superintendent/Chief Operator, to supervise the daily operations of the District meter reading and field customer service operations; to supervise the warehouse/stock inventory and purchasing operations; to oversee the backflow/cross connection control program; to ensure efficiency through implementation of various technology solutions; to supervise, train and evaluate assigned personnel; and to perform related duties as required.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- Supervises, schedules and participates in the meter reading and customer service activities.
- Insures that all water meters are in proper working order; tests meters as needed; schedules and assigns daily service/repair work to meter service operators; performs meter service construction inspections.
- Insures proper operation of all meter reading equipment including vehicle AMR units and handheld computers.
- Works closely with the Billing Supervisor and Customer Service Supervisor to assure continuity between office and field personnel.
- Supervises ordering, receiving, inventory control and management of warehouse stock.
- Oversees the Cross Connection Control Program and testing of backflow prevention assemblies on an ongoing scheduled basis.
- Supervises the commercial, fire service, hydrant meter account management programs.
- Participates in employee selection; trains, cross-trains, and evaluates employees; conducts discipline up to and including termination, subject to District policies and procedures.

- Maintains a daily safety inspection of vehicles used by the service operators.
- Maintains an on-going training and safety program for all service operators; assists the District safety officer in a general safety program.
- Researches, evaluates, recommends and participates in the implementation of technology solutions to streamline and improve existing processes related to meters and meter reading systems; coordinates installation of new equipment.
- Provides information and/or recommendations toward equipment and tools needed to perform assigned work in a safe and efficient manner.
- Assists the Assistant General Manager and/or Superintendent/Chief Operator in assigned administration functions; makes recommendations in anticipating department needs during the budgeting process.
- Evaluates and makes recommendations on improvements to existing departmental and District operations and programs and takes appropriate actions to institute.
- Serves on call to respond to after-hours service calls, burglar alarm calls and emergency leak response calls.
- Supervises, schedules and participates in the performance of a full range of meter and water system duties including installation, repair and maintenance of water mains, pipelines, services, meters, hydrants, valves, pumps, reservoirs and building maintenance in the absence of the Maintenance Supervisor.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- Thorough knowledge of District's water distribution system.
- Principles, practices and methods of installation, repair and maintenance of water mains, pipelines, services, meters, hydrants, valves, pumps, reservoirs and building maintenance.
- Proper operation of all meter reading equipment including vehicle AMR units and handheld computers.
- Principles and practices of an effective Cross Connection Control Program and Backflow Prevention program.
- Tools and equipment used in the meter service work, including new technology solutions.
- Inventory, stock controls and specifications.

- Principles of supervision, training and performance evaluation.
- Business English, spelling and arithmetic.
- Pertinent federal, state and local laws, codes, regulations and ordinances affecting District operations.
- Policies and procedures of the District.
- Modern office procedures, methods and equipment including computers.
- Safe work practices.

Ability to:

- Supervise and participate in the work of District personnel engaged in meter reading, field customer service operations, and stock inventory activities.
- Perform a variety of skilled water meter service and repair work.
- Keep accurate records and prepare required reports in a timely fashion.
- Make sound decisions in accordance with established procedures and policies.
- Select, train and evaluate assigned subordinate personnel.
- Develop, interpret, apply and explain District policies and procedures related to assigned functions.
- Analyze problems; identify, recommend, and implement solutions.
- Establish and maintain cooperative working relationships with others; deal tactfully and courteously with the public.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products, as well as Utility Billing software, Meter Reading software and hardware, and Inventory Control software.
- Observe proper safety precautions.

Minimum Qualifications

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education:

High School graduation, or satisfactory equivalent, preferably supplemented by two years of college level course work in business, public administration, supervision, water supply engineering, information technology and related subjects, and

Experience:

Five (5) years of progressively responsible experience in water field service and production with a public agency water system, of which at least one (1) year of experience was in a lead or supervisory capacity.

Necessary Special Requirements

Must possess an appropriate valid, Class “C” Driver’s License issued by the California State Department of Motor Vehicles, and a good driving record.

Possession of a valid, Grade II Water Treatment Operator’s Certificate, issued by the State Water Resources Control Board – Division of Drinking Water.

Possession of a valid, Grade IV Water Distribution Operator’s Certificate, issued by the State Water Resources Control Board – Division of Drinking Water.

Completion of one (1) semester of Cross-Connection/Backflow Prevention training.

Completion of a California State University Management Skills Certificate.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to stand; use hands and fingers to handle, or feel; and talk and hear. The employee is frequently required to walk and to reach with hands and arms. The employee is occasionally required to sit, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move up to one-hundred (100) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.