

## **METER SERVICE SUPERVISOR**

### **DEFINITION**

Under general direction of the Water Distribution Manager, supervises meter service operations, including training, supervising, and evaluating meter-service operators; and performs a wide variety of meter-service duties and other job-related duties, as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a mid-level water service position, working under the supervision of the Water Distribution Manager. Work is performed under general supervision while following established policies, procedures, and regulations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Supervises, trains, and evaluates Meter Service Operators; prepares work schedules to ensure timely completion of meter services; meets with customers to evaluate complaints and to direct appropriate District resources to address the issues and resolve the complaint; interfaces with other departments in a cooperative manner; periodically inspects meter boxes, lids, and meters to ensure proper maintenance and functionality; performs repairs or orders replacements of meter boxes, lids, and meters as needed; locates and reads meters when required; ensures that meters are flow tested; investigates leaks and reports service interruptions; turns waters service on and off; prepares annual budget for department and maintains accountability throughout the year; prepares appropriate and accurate records of work performed; supervises the meter replacement and rotation programs; adheres to District safety standards as prescribed in the *District Injury and Illness Prevention Plan*; may participate in coordinators' emergency call, standby duty on a rotation basis; prepares and presents verbal and written discipline reports, as necessary; promotes teambuilding; utilizes computer software programs competently; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; maintains effective work relationships with supervisor, fellow City employees, customers, and outside agencies; operates vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

### **EMPLOYMENT STANDARDS**

**Training & Experience** – Graduation from high school, or GED equivalent, and a minimum of five years of experience in the installation and repair of water services and meters. Customer service experience desired.

**Knowledge & Abilities - Knowledge of:** Materials, methods, and tools used in the maintenance of water meters; principles of water meter operation; water distribution facilities, tools, and equipment; principles of employee supervision and training; geography of the District and location of meters; general water system ordinances and resolutions; basic computer skills; and principles and practices of employee supervision, including training, work evaluation, discipline, and safe work methods.

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**Ability to:** Instruct, supervise, and evaluate Meter Service Operators; independently perform a variety of meter installation and maintenance work; interpret and apply laws, regulations, and policies in accordance with established standards, procedures, and criteria for the District; prepare accurate reports and maintain detailed records; read and interpret plans, drawings, and specifications; use a computer to maintain work schedules and perform other tasks, as required; prepare and complete employee performance evaluations; effectively present instructions and information in writing and verbally to coworkers, the general public, and outside agencies; use patience, tact, diplomacy, and courtesy in dealing with the public and employees; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; and apply safe work practices.

**Licenses & Certificates** - Must possess a valid, unrestricted Class "C" California driver's license. Must possess a California Department of Health Services Water Distribution Operator Grade 3 Certification and a Water Treatment Operator Grade 1 Certificate (Grade 2 desired).

### WORKING CONDITIONS

Work is performed in an indoor/outdoor environment. Incumbent shall be exposed to those conditions normally encountered in an outdoor environment. Physical demands consist of sitting, standing, walking, stooping, kneeling, crouching, and crawling; using hands and fingers to handle or feel objects, tools, or controls; and lifting and carrying moderately heavy objects up to 100 pounds and/or utilizing a hand dolly to move up to 160 pounds. Incumbent frequently works near moving mechanical parts, occasionally works in high, precarious places, and can be exposed to electrical shock. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED:

  
DIRECTOR OF HUMAN RESOURCES

DATE:

March 19, 2008

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.  
Shared/jobdescriptions (Final)/Water/MeterServiceSupervisor/03-19-08 [jlr]