VALLECITOS WATER DISTRICT

METER SERVICE SUPERVISOR

DEFINITION

Under direction, plans, assigns, supervises, and reviews the work of staff performing meter service and field customer service duties; personally performs work supervised; responsible for all computerized meter reading systems and reporting; makes recommendations for action and assists in policy, procedure, and budget development and implementation; performs related work as assigned.

CLASS CHARACTERISTICS

This is the first line supervisory level in meter service functions responsible for supervising assigned staff and activities related to meter reading and the maintenance of meters. This class is distinguished from the Finance Manager, which oversees all functions of the Finance department.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Plans, assigns, supervises, reviews, and evaluates the work of assigned staff; provides staff training and development; assists in the selection of staff; reviews work for accuracy and compliance with department standards; studies and standardizes procedures to improve department efficiency; participates in necessary disciplinary actions; writes performance appraisals; ensures high level of customer service; provides assistance to staff in resolving problems; ensures safe work methods are followed and appropriate safety precautions and equipment are utilized; and conducts safety meetings;
- Oversees computerized meter reading systems and reporting; analyzes projected new routes; reads maps and plans; loads and unloads data from automatic meter reading computers and devices; reviews logs and printouts to identify problems; re-reads meters as necessary; handles the more serious complaints regarding water leaks, pressure, or water loss; evaluates situation, explains findings to property owners, and notifies appropriate personnel;
- Enters information into meter reading and billing systems for new water accounts; responds to requests from other District departments for changes to water accounts; prepares database queries; creates database reports; and researches records for use in billing rate and classification analysis;
- Coordinates backflow services, including submitting new device and account information; updated customer information; creating shutoff notices; contacting customers to schedule meter services, such as unlocks for new device testing;
- Evaluates work methods and operations; estimates time and material costs; requisitions supplies and equipment; evaluates and institutes changes in work methods and
priorities; institutes changes to increase effectiveness to meet department objectives; participates in the preparation of the budget and monitors expenditures;

- Directs staff to turn services on and off as required by Customer Service department; prepares incident reports; provides notification and information to customers or refers to others as appropriate; maintains good customer service; notifies customers as required; responds to emergency situations;
- Operates computers; enters and retrieves data; prepares a variety of written records and reports related to the work; troubleshoots malfunctioning meters; recommends repair work; performs minor repairs and maintenance; orders parts and supplies required;
- Operates copiers and a variety of office equipment;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;
- Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:
- Principles and practices of employee supervision including selection, training, work evaluation, and discipline;
- Common water utility billing procedures;
- Methods and techniques of reading water meters, including automatic meter reading systems; operation of water meters; methods and techniques of troubleshooting and testing meters, installing and replacing meters, and repairing minor leaks;
- Principles and practices of backflow testing;
- Relevant occupational health and safety regulations and guidelines; safe work methods and safety precautions related to the work;
- Business arithmetic;
- Computer applications related to the work;
- Operation and maintenance of a wide variety of equipment and hand and power tools used in the work;
- Applicable laws and regulations; safety and public health rules, codes, and regulations.

Ability to:
- Plan, organize, assign, supervise, review, and evaluate the work of others;
- Prepare and maintain a variety of accurate written and computerized records and reports pertaining to the work;
- Read and interpret plans, maps, specifications, and manuals;
- Operate and maintain tools and equipment used in the work;
- Determine new routes and assign account numbers for new services; identify and implement effective courses of action to complete assigned work; estimate labor, material, and equipment needs;
- Deal tactfully and courteously with the public, often in difficult or strained circumstances;
- Diagnose malfunctions and repair meters;
- Perform mathematical computations;
- Operate a computer and meter reading devices;
Establish and maintain effective working relationships with those contacted in the course of the work.

**Education & Experience**

Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be: high school graduation or equivalent, and two years of experience in reading and servicing utility meters, with at least one year in a lead role preferred.

**Licenses, Certificates, and Special Requirements**

- Possession of, or ability to obtain, a Class C California driver’s license, and a satisfactory driving record;
- Possession of State Water Resources Control Board Water Distribution Grade 2 (D2) Certification is desirable.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employees are regularly required to sit, stand, and walk; use hands and fingers to grasp and feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. Employees must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

While performing the duties of this job, the employee is regularly exposed to and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment ranges from moderate to very loud.

_I have reviewed this Job Description with my Supervisor and agree with its contents._

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_The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job._