



Meter Operations Supervisor

DEFINITION

Under general direction, plans, supervises, and controls work processes of the meter operations work unit and staff engaged in the reading, installation, maintenance, testing, and repair of water meters; performs a variety of difficult and complex professional level customer relations, field and office support activities related to meter operations. Provides direction and supervises all aspects of the daily meter operations work unit and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is a first line supervisor, reporting directly to the Customer Service Manager. The Meter Operations Supervisor classification provides direction, planning, scheduling, coordination, supervision and review of the meter operations work unit along with individual responsibility for handling the more complex professional level customer relations and administrative work assignments including data maintenance and reporting. The incumbent is expected to oversee the daily operations for the work unit and prepare written performance evaluations for subordinate staff. Normal daily activities require the use of independent judgment within broad guidelines. Individuals are responsible individually and through subordinate staff for the maintenance of high service standards and timeliness of work and effective coordination of activities within the District and with the public. Incumbents must possess strong leadership, as well as verbal and written communication skills.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Responsible for the daily operations of the work unit.
- Plans, assigns, schedules, supervises, prioritizes, the work of assigned staff to ensure service standards are maintained and goals are achieved.
- Reviews and evaluates the work of assigned staff for compliance with established procedures to ensure work is performed thoroughly as expected; ensures that approved corrective measures are implemented and applied.
- Trains and evaluates staff, conducts performance evaluations; supports and assists in the

development of goals and objectives for assigned staff.

- Responds to and investigates customer escalations and complaints, takes timely appropriate action to ensure resolution.
- Designs, develops and maintains effective work unit user documentation, training/reference materials and procedures; participates in the development and recommendation of related policies and procedures.
- Interprets and implements District policies and procedures; directs and ensures adherence to general quality and service level standards; provides guidance regarding difficult and complex problems.
- Works closely with the Customer Service Manager and may lead the development and implementation of new initiatives involving the meter operations work unit.
- Identifies, provides or makes recommendations for the training of assigned staff; conduct meetings and/or training.
- Ensures the Customer Services Manager is apprised of significant work problems and customer complaints; makes recommendations for their solution.
- Reviews and evaluates work processes and procedures, recommends and implements improvements.
- Creates and modifies meter reading routes to ensure that meters are read in a timely manner and that reading schedules are in support of gathering accurate complete data for necessary reporting.
- Assists in the development of standards for the work unit including meter operations programs such as meter change program and Advanced Metering Infrastructure (AMI).
- Performs periodic job audits and detailed route analysis to ensure work is performed thoroughly as expected, monitors and ensures standards are achieved and maintained.
- Maintains safety records and coordinates or conducts safety training for staff.
- Maintains communications with field employees; provides instruction on resolution of issues or problems encountered in the field; makes site visits to customer locations as needed.
- Coordinates day-to-day meter reading operations with other departments.
- Maintains and prepares clear and concise records, reports and correspondence on meter reading and repair activities.
- May provide backup supervisory support for the Customer Service Supervisor.
- Coordinates meter operations staff to assist in customer service related field activities.
- Reviews and evaluates work procedures, recommends and implements improvements.
- Provides input to the annual budget requests for the work unit; estimates staffing equipment and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption; creates requisitions for purchase of material or supplies and maintains inventory of meters and other materials needed to sustain operations.
- Performs other work as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Meter reading and meter repair practices and procedures, including Automated and Advanced Metering Infrastructure (AMI) hardware and software systems;
- Principles and practices of supervision including employee training, performance goal setting, measurement and analysis, performance review and evaluation, and employee counseling;
- Commonly accepted practices and procedures of dealing with the public, productive customer relations and complaint resolution; and providing effective and efficient customer services in an office, field or telephone;
- Intermediate skills utilizing Microsoft Outlook, Excel, Word;
- Basic statistical analysis methods and procedures;
- Applicable safety policies and procedures;
- Principles and practices of record-keeping and report writing.

Ability to:

- Schedule, direct, prioritize, assign and review the work of others to meet established goals and deadlines; follow up on issues to completion;
- Review the work of others, instruct and coach staff to ensure adherence to established procedures; ensure quality and service level standards are maintained;
- Interpret, apply and explain both verbally and in writing, complex policies, procedures and instructions; apply District policies and procedures to actual situations;
- Work in a constantly changing environment with competing priorities;
- Analyze situations, examine alternatives, develop and recommend effective solutions; recommend and implement improvement to business processes;
- Communicate verbally and in writing in a clear, concise and effective manner.
- Design and develop user documentation and procedures;
- Interact tactfully, effectively, courteously and concisely verbally and in writing with people from varied economic and cultural backgrounds in situations where relations may be strained or problematic; establish and maintain effective working relationships with those contacted in the course of work;
- Comprehend and analyze data and reach sound conclusions; develop and establish objective performance measures and standards;
- Exercise competent and independent judgment to interpret, apply and explain complex policies and procedures;
- Must be able to use independent sound judgement in interpreting and applying complex policies and procedures;
- Lead and implement change initiatives related to business processes and technologies;
- Use a personal computer, handheld devices, and modern technology;

- Read and interpret maps and service sketches.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Completion of the twelfth grade or its equivalent

and

A minimum of five years of increasingly responsible experience in mechanical repair and customer relations two years of experience in meter reading, repair and developing routes and two years of lead or supervisory experience including employee training, coordinating the work of others, performance coaching and supporting a team.

LICENSES AND/OR CERTIFICATIONS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
- Work on an "on call" basis for emergency situations.
- Work overtime in emergency situations.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will perform heavy physical work and will need the mobility to operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee

is frequently required to lift and carry short distances objects such as materials or equipment weighing up to 10 to 50 pounds and occasionally lift 50 to 75 pounds. This position requires that the employee demonstrate adequate hearing to detect warning alarms and speech to converse in person and over the telephone or radio, and vision to read printed materials and detect color coded materials, and use a computer screen.

The noise level in the work environment is moderate to loud noise. The employee is exposed to moving vehicles and other moving equipment and machinery, excessive noise, extremes in temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: July 1997
Revised: September 2017, June 2020, June 2024
Approved by: Human Resources Manager