

EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Meter Services Supervisor

DEFINITION

Under general direction plans, organizes, directs and supervises meter reading, meter testing and repair, and Underground Service Alert (USA) operations and customer service field work within the Finance Department; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

The Supervisor level recognizes positions that perform full supervisory responsibilities for a section, as identified by the District, including planning, assigning and evaluating the work of subordinates and are responsible for a program area within a work unit or department.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Customer Services Manager. Exercises direct supervision over assigned technical personnel.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class are not intended to be an inclusive list.*

Develops and implements of goals and objectives related to assigned section; establishes schedules and methods for meter reading, meter repair/installation, and USA activities; implements policies and procedures.

Plans, prioritizes, assigns, supervises and reviews the work of staff involved in meter reading, meter repair/installation, and USA activities.

Evaluates operations and activities of assigned section; recommends improvements and modifications; prepares various reports on operations and activities.

Assists Division Manager and/or Department Director in developing and administering section budget; prepares cost estimates for budget recommendations; submits justifications for supplies, equipment, and assigned capital improvement programs; monitors and controls expenditures.

Recommends to Division Manager and/or Department Director the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Coordinates the implementation, operation, and maintenance of the Automated Meter Read (AMR) system.

Oversees Global Positioning System (GPS) coordinate location, sub-metering, meter replacement, and USA activities.

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Oversees development and implementation of meter routes and schedules.

Provides technical assistance to customers, contractors, and District staff, including information about appropriate meter size and type to meet customer needs while ensuring conformance to District standards.

Evaluates, recommends, and develops procedures related to new technologies and products.

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of utility service meter operations, including meter reading, meter installation/repair, and USA procedures. Equipment, tools and materials used in water utility reading and consumption recording and related activities. Principles and practices of supervision, training and performance evaluations. Principles and practices of budget monitoring. Principles and practices of safety management. Pertinent local, State and Federal laws, ordinances and rules.

Skill/Ability to:

Organize, implement and direct meter reading, meter testing and repair, and USA operations/activities. Interpret and explain pertinent meter services activities and department policies and procedures. Perform work in the field as needed. Assist in the development and monitoring of an assigned program budget. Develop and recommend policies and procedures related to assigned operations. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. Supervise, train and evaluate assigned staff. On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures. On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Experience and/or Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

CLASS TITLE: Meter Services Supervisor

Experience:

Four years of increasingly responsible experience in water meter reading, operation, repair, and maintenance, including two years providing technical and functional supervision over assigned personnel.

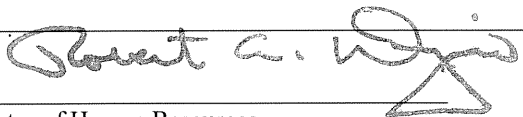
Education:

Equivalent to the completion of the twelfth grade supplemented by college course work in civil engineering, land surveying, construction management, hydraulics or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

	<u>5/26/10</u>
Director of Human Resources	Date
Established: 08/18/2009	
Revised: 05/26/2010	
FLSA: Exempt	
Unit: Safety	