



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Meter Services Manager
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### **GENERAL PURPOSE**

Under administrative direction, plans, organizes, directs and inspects the work of personnel involved in reading, installing, maintaining, replacing and servicing residential, commercial and industrial water meters; formulates and develops unit goals and objectives, manages lead personnel, and oversees day-to-day activities; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating all water meter-related services including reading, maintaining, replacement, and field enforcement. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, including developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Director of Customer Service. Exercises direct supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize

performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies and labor contract provisions; identifies best-of-class work practices among assigned staff and ensures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's Strategic and Operational Plans.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Provides technical assistance to staff; provides for the training of staff in work methods, use of tools and equipment, and relevant safety precautions.
- Develops, analyzes, and reports AMI data and functional metrics; utilizes data and analytics in recommending and implementing business processes and improvements.
- Inspects and evaluates work being performed; identifies problem areas and directs remedial action.
- Responds to inquiries and complaints from other divisions and departments, customers, and other agencies.
- Schedules and coordinates activities with other departments and divisions, customers, contractors, and other agencies.
- Attends meetings with other departments and District staff, vendors, customers, and other agency personnel.
- Responds to emergency situations as necessary.
- Prepares and maintains a variety of records and reports to gauge department projects, and daily work products, including time cards, worksheets, accident reports, maintenance program documents, routing, and AMI deployment and implementation.
- Evaluates the implementation of preventive maintenance programs, ensuring the cost-effectiveness and return on investment.

- Requisitions necessary tools, equipment and supplies, and reviews and approves requests by subordinates.
- Researches, recommends and implements new operational methods, techniques and equipment and recommends their application.
- Analyzes trends in consumption, population, and system/equipment reliability to meet and serve expanding District needs.
- Reviews financial and operational reports; analyzes maintenance and operating costs and takes necessary action to ensure efficient operation of the division.
- Evaluates equipment and materials used in the division and recommends changes and/or additions, as required.
- Prepares special or recurring reports or special studies.
- Ensures compliance of unit work to pertinent codes, regulations, and guidelines.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.
- Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the department and division.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

## REQUIRED QUALIFICATIONS

### Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- Office and records management practices and procedures.
- Practices, techniques, methods and equipment used in reading, installing, maintaining and repairing residential, commercial and industrial water meters.
- District personnel rules, policies and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### Continuous Improvement Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving.
- The Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for the Meter Services division and the District.
- Prepare, administer and monitor a division/department budget.
- Plan, assign, direct, and coordinate a variety of functional specialties with overlapping work areas.
- Manage and direct a meter services program.
- Analyze complex operational and administrative problems, evaluate alternates, and recommend or implement effective courses of action.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.

- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Four (4) years of increasingly responsible supervisory experience in the water supply industry.

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by specialized training in water technology or a related field; bachelor's degree from an accredited college or university is desirable.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; color vision to identify hazards and read charts and graphs; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor

vehicle and visit various District sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights, with the use of proper equipment and/or assistance from other staff.

#### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Meter Services Manager  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Meter Services Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_