



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.

Job title	Meter Services Supervisor
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GENERAL PURPOSE

Under general direction, plans, organizes, and supervises the work of personnel involved in reading, installing, maintaining, replacing, and servicing residential, commercial, and industrial water meters; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class in the Meter Services series that exercises independent judgment on diverse and specialized metering services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and performing water metering and customer service field work and for providing technical level support to the Meter Services Manager in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Meter Services Manager. Exercises direct supervision over technical staff.

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.

- Participates in the selection, training, supervision, and evaluation of assigned staff; participates in the establishment of performance requirements and personal development targets, and provides technical assistance and advice to assigned staff.
- 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.

- Assists with 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.
- Prepares and maintains a variety of records and recurring reports including, but not limited to, worksheets, labor distribution, repair detail, reading/repair schedules, preventative maintenance documents, accident reports, vehicle inspections, program documents, analytics reporting, meter testing and analysis, business process and improvements, job safety analysis, and policies and procedures.
- Plans, creates, closes, and schedules work orders; receives and responds to questions from customers; assists in quality control; reviews plans and recommends improvements; analyzes maintenance data and recommends actions; reviews and processes completed work orders; collects work/repair histories and determines scope of work; performs field inspections and investigations; recommends, schedules, and maintains preventative maintenance for large meter services and inter-agency meters.
- Oversees and responds to the most difficult customer service issues related to the area of responsibility; provides information to the public; investigates inquiries; recommends corrective actions to resolve issues.
- Plans, organizes, and conducts research and analysis regarding small and large meter testing; produces and maintains operational meter testing program and provides detailed analysis of water meter accuracy and water loss in accordance with AWWA and the Department of Water Resources rules and regulations; contributes to the annual state/federal validated water audit mandate; creates detailed data base detailing weighted accuracy, flow volumes, and percentages; researches and assembles information for preparation of records and reports; makes arithmetic or statistical calculations.
- Directs, coordinates, and oversees the inspection, installation, and repair of automated metering infrastructure (AMI) water meters; assigns route to Meter Services staff.
- Carries out District safety program; ensures subordinates follow safety policies in work methods and procedures; enforces proper safety precautions; educates employees on rules, regulations, safe work habits, and potential hazards; develops, schedules and implements job safety plans, analysis, policies, and procedures; coordinates and schedules all department safety and mandatory training.
- Attends meetings with other departments and District staff, vendors, customers, and other agency personnel; coordinates assigned services and activities with those of other divisions and outside agencies.

- Prepares reports and other written materials; supervises the maintenance of related reports, records, and files; ensures the proper documentation of operations and activities.
- Conducts special studies and recommends department organizational and procedural changes.
- Ensures staff observe and comply with all mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Supports and promotes the application of Continuous Improvement Knowledge and Abilities principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with District's strategic and operational plans.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

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.
- 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.
- Safety practices, including safe work methods and safety regulations concerning the work.
- Practices, methods, techniques, tools and equipment used in the installation, testing, calibration, maintenance and repair of all water meters.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including the Safe Drinking Water Act and relevant EPA regulations.

- 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 Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- Familiar with process mapping and structured problem solving.
- Theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

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.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Assist with the preparation, administration, and monitoring of a division/department budget.
- Effectively supervise the meter services program.
- Prepare clear and concise records, reports, correspondence, and other written materials.
- 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 Based Abilities:

- Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs; validate customer requirements.
- Create a workplace that values employees, encourages their development, values their participation, and encourages innovation.
- Create an environment of continuous improvement and to ensure business unit results consistent with expectations in key performance measures.

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:

- Two (2) years of supervisory or lead experience in a water industry.

Education:

- Equivalent to completion of the twelfth (12th) grade.

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; 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 work, 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 equipment 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, in all cases 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 Supervisor
Last Update: October 2019

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

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

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Meter Services Supervisor. 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: _____