

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT**FIELD AND METER SERVICES SUPERVISOR****JOB DESCRIPTION**

Under general direction, responsible for the Field and Meter Services function of the Department; to schedule, monitor and supervise the collection and turnoff of delinquent accounts; coordinate employees and activities involved in Field Services and the accurate and timely reading of all water meters; and to perform related work as required.

REPRESENTATIVE DUTIES

Provides courteous and expeditious customer service to the general public and City department staffs; under the general direction of the Administrative Services Supervisor, schedules, monitors and supervises employees in monthly meter reading, weekly and daily turn-offs, turn-ons, lock-offs and unlocks. Investigates and resolves consumer complaints. Uses sound judgement in dealing with confrontational situations with customers. Downloads, distributes, and uploads daily meter reading assignments to meter reading staff using mainframe, desktop PC and handheld meter reading system. Diagnoses and corrects meter reading system malfunctions. Accesses meter reads and customer service information using HTE customer service software program. Resolves problems reported by meter readers and field service staff. Assures that sewer assessment amounts are correct. Reads and interprets sewer system maps. Inspects and correctly sequences newly installed water meters. Contacts customers to advise them of delinquent accounts and deposits. Read meters for billing, customer inquiries, and closing bills. Turn off or removal of meters. Sets priorities for and trains and reviews the work of subordinate staff.

Establishes standards of performance for each position supervised. Processes and resolves employee grievances. Conducts performance evaluations and disciplinary consultations. Explains policies, procedures, and objectives of the unit and Water Department to staff by written directive and oral communication. Reviews and maintains timesheets, schedules vacations, monitors sick leave usage, arranges employee assignments to cover absences. Maintains labor and material records as required for work orders. Responsible for the safe

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REPRESENTATIVE DUTIES (continued)

maintenance and operation of Water Department vehicles assigned. Performs related work as required. Responsible for the section's goals, objectives and budget. Provides confidentiality, support, and positive attitude necessary to meet all Water Department goals and maintain employee moral.

MINIMUM QUALIFICATIONS

Graduation from high school or G.E.D. Four (4) years experience in utility meter reading, customer service and/or collections or three (3) years experience in the Meter Reading Section or the Field Services Section of the City of San Bernardino Municipal Water Department. Proficiency in the use of the Itron Meter Reading Management System. A valid Department of Health Services (DOHS) Water Distribution Operator Grade D1 certification is required within three (3) years of appointment. Possession of a valid Class "C" California Driver's License is required. Note: For out-of-state applicants, a valid driver's license is required; and a valid Class "C" California driver's license is required within ten (10) days after appointment (Vehicle Code 12504a).

GENERAL QUALIFICATIONS

Knowledge of:

- Methods of communicating effectively with customers and employees;
- Rules and regulations governing standards of meter reading, payment for services and deposits;
- Techniques used in the conduct of meter reading and field service operations;
- Water utility distribution facility piping system that includes pumps, valves and storage tanks;
- Accurate record keeping methods;
- Budget process;
- Models and variety of meters for varying services.
- Meter assembly and reading;
- Techniques used in conducting investigations of customer complaints;
- Appropriate safety precautions and procedures;

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Knowledge of (continued):

Supervision and scheduling meter reading routes and daily assignments.

Ability to:

Plan and schedule daily, weekly and monthly turn-offs, turn-ons, lock-offs, unlocks and removal of water meters;

Successfully complete specialized training coursework in water supply principles;

Acquire and maintain a valid DOHS Water Distribution Operator Grade D1 certification within 3 years;

Complete continuing education contact hours required for DOHS Water Distribution Operator Grade 2 certification;

Read and understand Department policy pertaining to delinquent accounts and meter reading;

Conduct investigations, organizes data and draw sound conclusions;

Plan and schedule work assignments, set priorities for, train, motivate, evaluate, select, and recommend advancement or discipline of subordinates;

Process and resolve employee grievances;

Maintain accurate records;

Understand and carry out oral and written instructions;

Establish and maintain effective relationships with those contacted in the course of work;

See in the normal vision range with or without correction;

Hear in the normal audio range with or without correction;

Lift fifty (50) pounds in normal duties;

Work under moderate stress;

Maintain a driving record that meets vehicle code standards and is acceptable to the Department and its insurance carrier;

Operate a vehicle observing legal and defensive driving practices.

ORGANIZATIONAL RELATIONSHIPS

The class of Field and Meter Services Supervisor is the working supervisory level in the combined Field and Meter Reading

Services Departments. Supervision is received from the Administrative Services Supervisor. Supervision is exercised over subordinate Field and Meter Reading Services personnel.