

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: FIELD AND METER SERVICES SUPERVISOR

DATE: 7/1/2022

JOB CODE: 51743

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

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.

DISTINGUISHING CHARACTERISTICS

The class of Field and Meter Services Supervisor is the working supervisory level in the combined Field and Meter Reading Services sections. Supervision is received from the Administrative Services Manager. Supervision is exercised over subordinate Field and Meter Reading Services personnel.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Coordinate training and retraining of employees; monitor and evaluate quality and quantity of work performed;
- Schedule, monitor and supervise employees in monthly meter reading, weekly and daily turn-offs, turn-ons, lock-offs and unlocks;

- Coordinate with Customer Service and Billing & Collections with regard to daily work, including turn-ons, turn-offs, delinquency shut offs, and field investigations;
- Prepare and update written procedures as required;
- Execute the Department's Records Retention policy for all Field Services and Meter Reading related records and data;
- Investigate and resolve consumer complaints;
- Prepare clear and concise correspondence and advanced level spreadsheets for the most complex processes and issues;
- Assist the Administrative Services Manager with special projects and assignments;
- Conduct regular staff meetings for Field Service and Meter Reading staff;
- Prepare and maintain vacation schedules, and reports and documents related to personnel transactions; prepare and/or approve timecards for subordinate staff;
- Investigate illegal cross connection, nonmetered fire hydrant water theft, and water conservation violations;
- Use sound judgement in dealing with confrontational situations with customers;
- Download, distribute, and upload daily meter reading assignments, and work orders to staff using desktop PC, cell phone, or other handheld devices;
- Download and review reports using the meter reading Field Collection System (FCS);
- Create reports for Billing and other sections to ensure accurate information from the meter reading software system;
- Analyze workflow and business practices; recommend changes and improvements as needed; develop improved work techniques and operating procedures;
- Keep the Administrative Services Manager apprised of all assigned goals, significant work problems, and all staff complaints/compliments received from customers; make recommendations for effective problem resolution;
- Develop, administer, and monitor section budget;
- Select new employees through participation in oral board interviews, coordinate training of employees; monitor and evaluate quality and quantity of work performed;
- Review and approve purchase orders, invoices and requisitions;
- Diagnose and correct meter reading system malfunctions;
- Access meter reads and customer service information using ERP system customer service software program;
- Resolve problems reported by meter readers and field service staff;

- Assure that customer sewer assessment classifications are correct;
- Read and interpret sewer system maps;
- Inspect and correctly sequence newly installed water, landscape, and fire service meters;
- Contact customers to advise them of delinquent accounts and deposits;
- Read meters for billing, customer inquiries, and closing bills;
- Turn off, remove, or install new meters;
- Set priorities for, train, and review the work of subordinate staff;
- Establish standards of performance for each position supervised;
- Process and resolve employee grievances;
- Conduct performance evaluations and disciplinary consultations;
- Explain policies, procedures, and objectives of the unit and Water Department to staff by written directive and oral communication;
- Review and maintain timesheets, schedule vacation, monitor sick leave usage, arrange employee assignments to cover absences;
- Maintain labor and material records as required for work orders;
- Responsible for the safe maintenance and operation of Water Department vehicles assigned.
- Responsible for the section's goals, objectives, and budget;
- Order supplies, materials, and small tools for all assigned staff;
- Ensure damaged or missing water meter lids are replaced;
- Maintain various confidential employee records including performance evaluations, attendance, leave to include work status reports and FMLA, employee consultations, incident reports, certifications, training, safety, and related areas;
- Provide confidentiality, support, and positive attitude necessary to meet all Water Department goals and maintain employee moral; and
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of :

- Installation, removal and repair of meters, locks and devices;
- 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;
- Department policy regarding requirements for service and payment policies;
- Accurate record keeping methods;
- Budget process;
- Geographical layout of City streets and addresses;
- Models and variety of meters for varying services.
- Meter assembly and reading;
- Techniques used in conducting investigations of customer complaints;
- Water meter locations;
- Fundamental principles of public relations and basic public relations techniques;
- Effective leadership methods and supervisory and problem solving skills;
- Appropriate safety precautions and procedures, occupational hazards, safety policies; and safe work practices relative to the assigned work;
- Radio reading meters and ERT functions, water waste violation rules;
- Water conservation investigations;
- Illegal cross connections and illegal water usage on fire hydrants;
- Supervision and scheduling meter reading routes and daily assignments.

Ability to :

- Supervise, plan, and schedule work assignments and staff; set priorities; select, train, evaluate, and recommend advancement and discipline for subordinates;
- Plan and schedule daily, weekly and monthly turn-offs, turn-ons, lock-offs, unlocks, meter installs, and removal of water meters;
- Develop, administer, and control annual budget; recommend and implement established division goals;
- Conduct regularly occurring meetings for Field and Meter Services staff;

- Develop and implement changes to improve the safety, efficiency, or effectiveness of the Field and Meter Services section;
- Maintain clear, concise, and accurate records and reports; prepare periodic and special reports; proofread and detect errors;
- 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 SWRCB 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 to train, motivate, evaluate, select, and recommend advancement or discipline of subordinates;
- Process and resolve employee grievances;
- Maintain accurate records;
- Speak clearly and concisely;
- Communicate effectively both orally and in writing;
- Exercise good judgment, flexibility, and sensitivity in response to changing work situations and needs;
- Read, understand, and apply difficult materials; understand and carry out oral and written instructions;
- Establish and maintain effective relationships with those contacted in the course of work;
- Interact effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the Department's goals and objectives while exercising the highest degree of confidentiality;
- Lift fifty (50) pounds in normal duties;
- Work under high stress conditions;
- 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.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or GED/Equivalent.

Experience: Four (4) years of experience in utility meter reading, customer service and/or collections

OR

Three (3) years of 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.

Certificate: A valid California State Water Resources Control Board (SWRCB) Water Distribution Operator Grade 1 certificate is required within three (3) years of appointment.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work is primarily performed in a field environment that is frequently loud and prolonged, in a variety of environmental and extreme weather conditions (both indoors and out), and in or near street traffic with significant exposure to hazardous drivers. Incumbents are exposed to wet and/or humid conditions, heavy vibration, and in precarious places. Incumbents frequently work on slippery or uneven surfaces and work occasionally involves exposure to potential physical harm, infectious disease and hazardous chemicals, fumes, airborne particles, dirt, dust, grease, oil, solvents, and fumes in various states (gaseous, liquid, or solid). Incumbents need to be able to tolerate unpleasant odors, wet conditions, and uncomfortable climate conditions. Incumbents are regularly required to sit, walk, and stand on a variety of surfaces, use hands to finger, handle, feel, or operate objects, tools, and controls, use hands and arms at any height (including above the shoulder), perform repetitive movements of hand and/or wrists and traverse or stand on uneven surfaces. There is frequent need to stand, stoop, bend at the waist, walk, crawl, crouch, climb and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in a field setting in varying weather conditions, to operate various equipment, regularly lift and/or move in any direction materials and supplies weighing up to 50 pounds and occasionally up to 100 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with both eyes and depth perception with vision sufficient to see colors, adjust focus, read small print, computer screens, phone screens, and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Job Description:

Board Approved:

Rev:

5/15/2001

6/19/2001

6/28/2022

Testing Standards: App Review/Supp App Review