



Customer Account Field Supervisor

DEFINITION

Under general direction from the Customer Services and Systems Manager, plans, directs, and monitors activities related to the Advanced Metering Infrastructure (AMI) system communication health; supervises field personnel engaged in service order resolution, manual meter reading, troubleshooting efforts, and collection of delinquent accounts. Pull daily reports, troubleshoot and maintain meter reading devices, and the disconnection/restoration of water service. Provide input on the annual budget request to assess unit work, equipment replacement/maintenance, and supply needs; monitors and controls expenditures after budget adoption; maintains communications with field employees providing instruction on resolution of issues, troubleshooting efforts or unexpected challenges encountered in the field; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Under general direction, within a framework of established policies and procedures, the incumbent supervises field personnel engaged in service orders, manual meter reading, field collections, troubleshooting of advanced metering infrastructure devices, and disconnection/restoration of water service. This position will serve as the primary lead and liaison between the AMI vendor, IT department, and other peripheral vendors and technology partners related to the successful operation of collecting and accessing necessary meter data, alerts, and reporting. This classification, in coordination with the Customer Service Supervisor, works with customers and interacts with employees throughout the District. Assignments are given in general terms and subject to periodic review while in progress and upon completion by the Customer Service and Systems Manager. There is significant latitude for discretion and independent judgment in the selection of work methods to achieve established goals.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Responsible for monitoring and maintaining overall AMI system health and meter level data management; develop, implement, and monitor meter reading device replacement program to ensure AMI system communication health.
- Identifies, manages, monitors, analyzes, troubleshoots, and resolves AMI communication issues and ensures timely repairs of AMI meter reading devices; assists with inventory management and database updates for equipment changes (meters, endpoints, battery, collectors).
- Ensure automated and manual meter reading processes run smoothly with the District customer information system (CIS) to produce timely, accurate, and complete billing data and reports.
- Proactively analyzes and reviews meters and reads data to identify and resolve issues, minimizing customer impact; responsible for the accuracy of AMI meter data, which includes the periodic audit of meters.
- Coordinate and work with AMI vendor and internal teams to ensure reliable daily operation

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of the AMI system.

- Monitors the meter reading program to ensure it stays on schedule; reviews meter reading statistics and productivity reports; oversees delinquent collections and provides direction and advice to Customer Account Field Technicians.
- Assists field staff engaged in service orders and collection of delinquent accounts; authorizes water turn-offs for non-payment after required notices are issued; responds to and investigates customer complaints regarding leaks, high readings, or a variety of service-related complaints; deals with more difficult collections' matters.
- Ensures that customer escalations related to water meters and the AMI system are investigated and addressed in a timely manner; makes site visits to customer locations as required.
- Based on staff availability, assigns/adjusts field work, meter malfunction checks, and turn- on/turn-offs on daily basis; trains new personnel on the use of the District's customer information system, collection procedures and policies, use of handheld meter reading devices, the reading of meters, and how to upload readings into the Field Collection System at the end of the shift.
- Recommends and implements new and changes to existing standards, metrics, reporting, and service improvement; communicates issues and potential resolutions to management, as necessary.
- Ensures reading and billing schedules are maintained.
- Interprets daily reports and investigates causes of abnormally high or low meter readings; provides information and technical assistance to other District staff on meter readings.
- Performs other related work as required.

REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience:

Possession of an associate degree or its equivalent; and four years (4) journey-level experience in utility revenue operations and meter data management systems, including one (1) year of lead experience OR completion of the District's Leadership Skills Training Program. Experience in advanced metering applications, advanced meters, and connections for advanced metering to billing systems. Supervisory experience desired.

Candidates who do not possess an associate degree must have a high school diploma and have completed supplemental college level course work equivalent to 30 semester units; and must complete an additional 30 semester units of college course work, equivalent to an associate degree, within three (3) years of hire.

If not previously completed, completion of the District's Leadership Skills Training Program is required upon hire.

Knowledge, Skills, and Abilities:

Knowledge of: principles and practices of good customer relations; methods, procedures, and equipment used to read water meters; telecommunications systems; AML system infrastructure and configuration; cost estimating methods and budget administration; District policies and procedures related to water service to customers and pertinent local, state, and federal laws and regulations; modern principles and practices of effective employee supervision and personnel management; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, organize, schedule, supervise, and review daily work activities of field-based personnel; train and direct new employees; resolve day-to-day employee relations matters; interpret and apply District regulations; maintain detailed and accurate records; prepare clear and concise written reports; perform essential duties of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:

The essential duties of this classification are performed both outdoors under various climatic and geographic conditions and in a controlled-temperature office environment requiring the ability to: use telephone, mobile radio, and computer keyboard on a daily basis; sit at a desk for periods of time in front of a computer screen; intermittently twist to reach equipment or supplies surrounding desk; use feet and hands to safely and effectively operate a vehicle; repeatedly get in and out of a vehicle; climb, kneel, bend, crouch, and/or crawl to read meters; stand and walk for extended periods of time; clearly see to read meters, identify figures and detect different colors on meter dials and door hangers; hear and communicate verbally with co-workers and customers; maintain body equilibrium while walking standing or crouching on narrow and slippery surfaces or up and down hills; extend hands and arms in any direction; push with upper extremities to exert steady force to thrust objects forward, downward or outward; use upper extremities to exert force to draw, drag, haul or tug objects in sustained motion; use finger dexterity to record meter readings; grasp objects with fingers and palm of hand; sense attributes of objects by touching with skin and particularly fingertips; frequently lift and maneuver meter covers weighing up to 20 pounds and occasionally up to 55 pounds.

The essential functions of this classification require driving due to the need for frequent travel to water treatment plants, pump stations, reservoirs, field sites, meetings, and/or other agency facilities; transportation of time-sensitive/confidential materials, equipment, or water samples; and/or the ability to respond to emergencies, and service disruptions. Alternative transportation is not suitable due to security concerns, logistical challenges, and critical response time requirements.

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Approved: 
Human Resources/Risk Manager

