



Meter Reader Supervisor

Class Code:
209

DEFINITION

Under general direction from a Customer Service and Systems Manager, plans, directs, supervises, and assists field personnel engaged in meter reading, collection of delinquent accounts, and the disconnection/restoration of water service; provides input to the annual budget request for the work unit, estimating staffing, equipment, and supply needs; monitors and controls unit expenditures after budget adoption; maintains radio communications with field employees providing instruction on resolution of issues or problems encountered in the field; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Meter Reader Supervisor is first level supervisory classification. Under general direction, within a framework of established policies and procedures, the incumbent supervises field personnel engaged in meter reading, field collections, and disconnection/restoration of water service. 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:

- Interviews and hires new staff; prioritizes, assigns, and reviews work, approves time off for payroll purposes; prepares employee performance evaluations; monitors and participates in employee relations activities within the department.
- Interprets District policies and procedures to employees and administers day-to-day aspects of labor agreements with employee organizations.
- Supervises and assists field staff engaged in the reading of meters 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.
- Monitors the meter reading program to ensure it stays on schedule; reviews meter reading statistics and productivity reports; oversees and reviews recorded time logs of meter reads and evaluates routes to implement changes, as necessary; oversees collections and provides direction and advice to Customer Account Field Representatives.
- Based on staff availability, assigns/adjusts routes, meter malfunction checks, and turn-on/turn-offs on daily basis; trains new personnel on the District's collection procedures and policies, use of hand held meter reading devices, the reading of meters, and how to download readings into computer at the end of the shift.

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- Ensures reading and billing schedules are maintained.
- Maintains radio communications with field employees; provides instruction on resolution of issues or problems encountered in the field; makes site visits to customer locations if required.
- Interprets computer printouts and investigates causes of abnormally high or low meter readings; provides information and technical assistance to other District staff on meter readings.
- Reads maps to assign account numbers to place new water services on existing meter reading routes.
- Provides input to the annual budget request for the work unit; estimates staffing, equipment, and supply needs based upon recent trends and planned activities; helps monitor expenditures after budget adoption; approves requisitions for purchase of materials or supplies.
- 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 a high school diploma or its equivalent; and four (4) years of journey-level experience performing meter reading including one (1) year of lead experience OR completion of the District's Leadership Skills Training Program. Supervisory experience desired.

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; modern principles and practices of effective employee supervision and personnel management; methods, procedures, and equipment used to read water meters; methods and procedures for inspecting meters and lines; 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; 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;

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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 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.

Revised: 07/15, 02/21

Approved: _____
Human Resources/Risk Manager