

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: METER SERVICES SUPERVISOR

DEPARTMENT: PUBLIC WORKS

BASIC FUNCTION:

Under general direction, to supervise, assign, review and participate in the work of staff responsible for the installation, maintenance, repair, replacement and reading of water meters; to respond to customer inquiries and complaints; to ensure work quality and adherence to established policies and procedures and to perform the more technical and complex tasks relative to assigned areas of responsibility.

KEY RESPONSIBILITIES:

Plan, organize and supervise subordinate personnel responsible for the installation, maintenance, repair, and replacement and reading of water meters.

Respond to customer inquiries and complaints.

Establish schedules and methods for providing meter reading and maintenance services.

Identify resources needs and review needs with appropriate management staff to allocate approved resources accordingly.

Develop and implement work plans; prepare reports and analyses on department operations.

Oversee the accuracy and maintenance of time, material and equipment use records; prepare job estimates and establish priorities for work crews.

Supervise and/or assist in the preparation of a variety of bid specifications and administration of contracts as necessary.

Oversee contracts for service providers, work closely with contractors and ensure the contracts are being fully executed.

Requisition supplies and materials and monitor inventories.

Plan, organize, schedule, implement and supervise proper maintenance of infrastructure for assigned area.

Administer ongoing regulatory programs for assigned area.

Recommend the purchase of equipment and assist in the development of specifications.

Ensure the maintenance of various records and prepare reports as required.

Ensure the adherence of safe work practices by field maintenance personnel.

Oversee all routine and emergency response.

May serve as Utilities' Safety Coordinator for a one or more year term administering the safety program for the Utilities department and/or division.

Use a computerized maintenance management system to create work orders and track work performed.

Supervise and evaluate staff as well as provide, present, and/or deliver ongoing training.

May supervise and oversee contractor/s and/or subordinate/s assigned to perform a variety of duties in the design, installation, programming, testing, maintenance, repair and calibration of SCADA and electrical systems in assigned area.

Inspect and approve appropriate staff time reports.

Participate in annual budget preparation and administration for assigned area.

Attend seminars, meetings and courses related to the job classification such as security, regulations, emergency preparedness and industry trends.

Perform related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

- Principles of supervision and training.
- Materials, methods, practices and equipment used in meter service.
- Applicable federal, state, and local codes and regulations related to assigned functional areas.
- Practices and principles of equipment in assigned area.
- Basic to intermediate use of personal computers. Proficiency in Microsoft Word and Excel.
- Mathematics as related to a utility system.
- Budget development and control techniques.
- Principles and applications of public relations and customer service skills.
- City, state and federal laws, rules, regulations related to operating a public water or waste water system.
- Safety regulations, requirements and practices regarding areas of responsibility.
- Occupational hazards and standard safety precautions necessary in the work.
- Principles of organization, administration, budget and personnel management.

Ability to:

- Supervise a comprehensive program for assigned areas.
- Determine cost-effective ways for efficient and effective operation of functional responsibilities.
- Supervise the maintenance of records and prepare reports.
- Effectively communicate with people from a wide variety of socioeconomic backgrounds, both orally and in writing.
- Plan, assign, supervise and evaluate work of staff and provide required training and guidance.
- Use computer hardware and software, including troubleshooting issues.
- Learn service area, street and address system, alleys and hazards encountered in the work.
- Appropriate use of equipment in assigned area.
- Maintain accurate and up-to-date records and prepare reports.
- Apply pertinent federal, state and city codes, laws and regulations.
- Prepare and disseminate information and outreach materials.
- Effectively coordinate programs with public and private agencies.
- Establish and maintain effective working relationships.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities is qualifying. A typical background would include:

Equivalent to the completion of the twelfth grade supplemented by course work or specialized training in the water technology or related area, and supervision; and

Four years of increasingly responsible experience in the assigned area, including two years in a lead or supervisory capacity.

SPECIAL REQUIREMENTS:

Possession of a valid California Driver's License.

CA Department of Public Health Water Distribution Operator Grade 3 Certificate to be obtained within twelve months of hire.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments. The employee is frequently required to walk and stand to inspect work sites. The employee may be required to withstand hours of sitting, standing, walking and climbing.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret schematic data, narrative and statistical information and document; analyze and solve problems; use math and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under deadlines; and interact with staff, vendors, contractors, regulators, agencies, committees, organizations, entities and the public encountered in the course of the work.

The employee periodically works in the field, exposed to the outdoors and all weather conditions. Employee is occasionally exposed to fumes, dust, dirt, and construction site conditions. Employee is required to attend meetings and travel within and outside city limits during normal work hours and periodically on evenings and on weekends and at any time during emergency call outs.

This is an at-will management classification.

DATE APPROVED: June 3, 2014