



MARIN MUNICIPAL WATER DISTRICT

METER OPERATIONS SUPERVISOR

DEFINITION

Under general direction, plans, supervises and coordinates the work of a staff engaged in the reading, maintenance, testing, and repair of water meters; provides direction to and supervises meter operations staff and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is a first line supervisor, reporting directly to the Customer Service Manager. The Meter Operations Supervisor is characterized by the requirement to provide direction, planning, scheduling, coordination, supervision and review of field and meter shop activities that include, but is not limited to, reading, installation, maintenance, testing, and repair of meters, maintaining related data and reporting of data to other District departments. Normal daily activities require the use of independent judgment within broad guidelines in the selection of work methods to achieve established goals. Incumbents must possess strong oral and written communication skills.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Responsible for the daily operations of the Meter Operations Department;
- Plans, assigns, schedules, directs, evaluates and reviews the work of a staff engaged in meter reading, maintenance, repair, testing, installing and reporting;
- Develops and recommends improvements to workflow and internal procedures;
- Creates and modifies meter reading routes to ensure that meters are read in a timely manner and that reading schedules are in support of gathering accurate complete data for necessary reporting;
- Establishes and maintains work standards for quality and quantity of work with an emphasis on accuracy and timeliness, performs periodic job audits and detail route analysis to ensure work is performed thoroughly as expected;
- Work closely with the Customer Service Manager to lead the development and implementation of new initiatives and systemic improvements involving meter operations; initiatives may include studies and analysis of information, a preventative maintenance program for commercial and residential meters and the adoption of automatic meter

reading devices; advises manager on matters related to the District's meter operations function and its impact on District operations;

- Maintains safety records and coordinates safety training for staff performing meter operations tasks;
- Actively monitors to ensure safe working conditions are maintained;
- Maintains communications with field employees; provides instruction on resolution of issues or problems encountered in the field; makes site visits to customer locations as needed;
- Responds to and investigates consumer complaints and customer field inquiries, takes appropriate action to ensure resolution;
- Coordinates day-to-day meter reading operations with other departments;
- Maintains and prepares clear and concise records, reports and correspondence on meter reading and repair activities;
- May provide support to plan, assign, schedule and supervise the work of Customer Service Field Inspectors;
- Coordinate meter operations staff to assist in customer service related field activities;
- Trains and evaluates the work of subordinates; ensures performance evaluations are completed in accordance with the performance evaluation schedule;
- Provides input to the annual budget requests for the work unit; estimates staffing equipment and supply needs based upon recent trends and planned activities; monitor expenditures after budget adoption; creates requisitions for purchase of material or supplies and maintains inventory of meters and other materials needed to sustain operations;
- Performs other work as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Meter reading and meter repair practices and procedures;
- Automated and Advanced Metering Infrastructure (AMI) hardware and software systems;
- Basic statistical analysis methods and procedures;
- Water service maintenance procedures;
- Principles and practices of supervision, training, scheduling/coordinating work and personnel administration;
- Computer applications used in maintenance work order systems as well as general office environment (Microsoft Word, Excel);
- Strong oral and written communications skills;
- Proper spelling, grammar, punctuation, and writing practices;
- Applicable safety policies and procedures;
- Principles and practices of record-keeping and report writing.

Ability to:

- Plan, organize, supervise, coordinate and evaluate the work of subordinates;
- Analyze problems, examine alternatives, and recommend solutions;
- Lead and implement change initiatives related to business processes and technologies;
- Prepare and maintain accurate records and files;
- Analyze statistical data in the preparation of reports;
- Use a personal computer, handheld devices, and modern technology;
- Read and interpret maps and service sketches;
- Supervise and evaluate the work of subordinates;
- Communicate effectively orally, and in writing;
- Prepare clear and concise records, reports and correspondence;
- Interpret and apply appropriate policies, rules and regulations;
- Establish and maintain cooperative working relationships with those contacted in the course of work;

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Completion of the twelfth grade or its equivalent

and

A minimum of five years of increasingly responsible experience in mechanical repair and customer relations; three years of experience in meter reading and developing routes for, or directing others in developing routes;

and

Some experience supervising, planning, and coordinating the work of others.

LICENSES AND/OR CERTIFICATIONS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record;

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

- Work on an "on call" basis for emergency situations.
- Work overtime in emergency situations.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will perform heavy physical work and will need the mobility to operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is frequently required to lift and carry short distances objects such as materials or equipment weighing up to 10 to 50 pounds and occasionally lift 50 to 75 pounds. This position requires that the employee demonstrate adequate hearing to detect warning alarms and speech to converse in person and over the telephone or radio, and vision to read printed materials and detect color coded materials, and use a computer screen.

The noise level in the work environment is moderate to loud noise. The employee is exposed to moving vehicles and other moving equipment and machinery, excessive noise, extremes in temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: July 1997

Revised: September 2017, June 2020

Approved by: Human Resources Manager