

**THE WATER WORKS AND SEWER BOARD
of the
CITY OF GADSDEN, ALABAMA
CLASSIFICATION SPECIFICATION**

Position Title: Meter Service Supervisor **Department:** Business Office & Meter Service

Date: June, 1996

Reports To: Utilities Business Manager

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform supervisory, mechanical and administrative work functions associated with provision of water services, meter reading, and meter repairs.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.

Plans and organizes departmental projects and workload; assigns work; develops employee work schedules to provide adequate coverage; monitors status of work activities and performs inspections; coordinates availability of equipment, tools, and materials needed for work.

Assists in planning departmental budget; monitors expenditures.

Supervises and coordinates response to customer requests for water services (e.g., service connections, disconnections and transfers; meter inspections, repairs, replacements and change outs; complaints of excessive water consumption and water wastage; etc.); supervises/coordinates repair of minor service line leaks inside/outside meter boxes.

Supervises meter reading activities, to include locating/reading meters, recording data via portable meter-reading computers, checking meters for malfunctions, and removing or installing meters.

Conducts reading of large consumption meters or other meters as needed; coordinates monitoring and maintenance of special meters with business office.

Performs work site inspections and meter reading accuracy testing to ensure maintenance of work standards.

Processes meter-reading computer data; loads data onto portable utility recorders for reading; downloads filled recorders to main computer system; generates reports for billing purposes.

Coordinates meter reading schedules with business office to ensure timely billing.

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Investigates unusual or complex problems or complaints; initiates problem resolution.

Assigns sequence and tap numbers of new customers; enters into computer system.

Reports cases of illegal connections, theft, and vandalism to police.

Prepares on-site damage reports on accidents involving material, vehicle or bodily damage.

Ensures compliance with all established policies and procedures.

Operates a motor vehicle to conduct water service and meter repair activities; inspects assigned vehicle for proper operations; performs minor vehicle maintenance as needed.

Operates a variety of machinery, equipment and tools associated with meter reading and repair (e.g., service truck, portable meter-reading computer, remote reading system, sonoscope, water pump, mechanic tools, plumbing tools, hand tools, etc.).

Supervises/performs general/preventive maintenance tasks necessary to keep vehicles, equipment and tools in good working order; monitors condition of equipment; troubleshoots mechanical problems; plans/coordinates equipment maintenance activities.

Prepares/maintains reports and records on department operations and activities; submits reports as appropriate; maintains file system of departmental records.

Processes various documentation pertaining to payroll and personnel; completes, reviews, approves and/or forwards as appropriate; maintains records.

Prepares and/or completes various correspondence, forms, reports, work orders, or other documents; forwards or maintains as appropriate.

Receives various reports, forms, correspondence, etc.; reviews, processes or forwards as appropriate; maintains documentation for reference.

Consults with supervisors, officials, architects, contractors, plumbers, other agency officials, and other individuals as needed to review departmental operations, discuss problems, coordinate activities, develop long-term plans, provide technical expertise, and receive advice/direction.

Communicates via telephone and/or two-way radio; provides information; takes and relays messages; responds to requests for service.

Responds to routine requests for information or assistance from employees, officials, the public or other individuals.

Responds to calls from the public concerning water service or meter problems, complaints, or emergency situations; dispatches service requests as necessary.

ADDITIONAL FUNCTIONS

Transports banking transactions; transports mail between the post office and city departments; conducts other errands as needed.

Performs the duties of assigned staff as needed.

Monitors/maintains inventory of assigned tools and equipment on utility trucks; initiates requests for new or replacement materials.

MINIMUM REQUIREMENTS

High school diploma or GED; five years of experience in water service operations or a related field, to include some supervisory experience. Must possess and maintain a valid Alabama Driver's License.

**MINIMUM REQUIREMENTS
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be able to operate a variety of machinery, equipment and tools including a service truck, portable meter-reading computer, remote reading system, sonoscope, water pump, mechanic tools, plumbing tools, hand tools, computer, two-way radio and telephone. Physical demand requirements are at levels of those for heavy work.

DATA COMPREHENSION: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things which may include forms, reports, maps, policy manuals, procedural manuals, reference materials, and operation manuals.

INTERPERSONAL COMMUNICATION: Requires the ability to speak with and/or signal people to convey or exchange mechanical, electrical, personnel, billing, and water utility-related information, including giving assignments and/or directions to co-workers or assistants as well as communicating with the general public.

LANGUAGE ABILITY: Requires ability to read a variety of mechanical, electrical, personnel, billing, and water utility-related documentation, directions, instructions, and methods and procedures. Requires the ability to write job related documentation, reports and essays with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex mechanical, electrical, personnel, billing, and water utility-related principles and techniques; to understand departmental policies and procedures; to make independent judgments in absence of supervision; and to acquire and be able to expound on knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to add and subtract totals; multiply and divide totals; determine percentages; determine time and weight; interpret statistical data; utilize mathematical formulas; and perform statistical calculations.

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FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape using job related equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using job related equipment and to operate motor vehicles.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, job related equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting motion or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DIFFERENTIATION: Requires the ability to discern color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with and relate to people beyond giving and receiving instructions. Must be able to adapt to and perform under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk, express, or exchange ideas by means of spoken words and/or hear and perceive nature of sounds by ear.