



UTILITY SYSTEM CUSTOMER SERVICES SUPERVISOR

DEFINITION

Under general supervision, coordinates meter reading activities, backflow prevention, water conservation, and utility customer service.

SUPERVISION EXERCISED

Supervises subordinate personnel.

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Supervise and participate in taking daily readings of residential and commercial water meters and electric and water consumption meters at pump and well locations; supervise and participate in monitoring and adjusting pressure regulators in water systems.

Supervise and participate in calibration and maintenance performed to meters, equipment and machinery.

Supervise and participate in a variety of technical duties involved in the installation, testing, repair, and inspection of backflow and cross connection devices.

Prepare notices to customers for backflow prevention device tests, including any delinquency notices, and water shutoff notices.

Respond to and investigate difficult or complex customer complaints; prepare notices of violations.

Enter data and prepare reports.

Assist in purchasing of products; requisition required supplies.

Prioritize required work and develop schedule to meet operational needs.

Train, supervise, evaluate and discipline subordinate personnel.

Respond to water conservation violations or complaints.

Represent the City at meetings with other water agencies.

Assist in the coordination of the City's water conservation efforts and in the development of an annual water conservation calendar.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Methods, techniques for operating meters, pumps, valves, electric motors, and electronic, computerized and manual control systems.

Equipment servicing requirements for water equipment and facilities.

Principles and practices of employee supervision, training, evaluation and discipline.

Standard safety practices required in the maintenance of utilities.

Standard safety practices required by OSHA/CalOSHA.

Applicable Federal, State and local laws, codes and regulations.

Record keeping and reporting.

ABILITY AND SKILL TO:

Operate pumping, treatment and control equipment and machinery.

Accurately read meters and gauges.

Train, supervise, evaluate, motivate and discipline subordinate personnel.

Operate office equipment including computers, copying machines and phone systems.

Read, interpret and apply technical information from manuals, drawings, specifications, layouts, blueprints and schematics.

Make mathematical calculations including metrics.

Prepare records and reports.

Respond to questions from the public and staff.

Plan and organize work to meet schedules and timelines.



Comply with Federal, State and local laws and City policies, procedures and codes.

Communicate clearly both orally and in writing.

Work evenings, weekends and holidays on a stand-by schedule.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

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

AA/AS in water technology, backflow prevention, utility customer service or related field and four (4) years' experience in operation, maintenance and repair of meters and related equipment including some supervisory experience.

LICENSE OR CERTIFICATE

Must possess appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R. / First Aid and Automated External Defibrillator (AED) Essentials. Grade IV Water Distribution and Grade III Treatment Operator Certificates, and certifications in backflow prevention and cross connection control within one (1) year of appointment.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and light and heavy equipment used in fleet maintenance operations

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations and sort/file documents

Ability to sit, stand and walk for two hours at a time

Ability to lift up to 50 pounds

Ability to get from one location to another in the course of doing business

Ability to work outdoors in all weather conditions including hot with extreme sun exposure, cold and wet

