



|                 |          |
|-----------------|----------|
| <b>DATE</b>     | May 2007 |
| <b>JOB CODE</b> |          |
| <b>FLSA</b>     | EXEMPT   |
| <b>EEO</b>      |          |

JOB TITLE: Meter Services Supervisor  
 DEPARTMENT/DIVISION: Finance  
 REPORTS TO: UCS Manager

**SUMMARY:** Responsible for performing supervisory work related to meter service activities to include: supervising meter reading and schedules; notifying customers of past due bills; monitoring work orders and routes; and coordinating with billing staff. Work requires limited supervision and independent judgment and discretion.

**ESSENTIAL JOB FUNCTIONS:**

- Supervises meter reading staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Supervises the day-to-day operations of the meter reading division, which includes: planning, developing, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards; planning and administering work flow; and ensuring compliance with applicable Federal, State, and Local laws, regulations, codes, and/or standards.
- Supervises and coordinates the termination of utility services of non-paying customers.
- Supervises the completion and/or rescheduling of assigned work orders.
- Compiles and reviews a variety of work orders, work sheets, reports, and/or other related information.
- Collaborates with billing staff in scheduling the routing and installation of new meters.
- Participates in/on a variety of meetings, committees, and/or other related groups to receive and convey information.
- Prepares and maintains a variety of reports related to operational activities.
- Schedules division vehicles for routine maintenance.
- Performs field inspections to ensure the security of meter cans.
- Performs other duties as assigned.

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Supervisory responsibility over Meter Readers and the Field Service Technician.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of supervisory principles;
- Knowledge of vehicle maintenance principles;
- Knowledge of City geography;
- Skilled in monitoring and evaluating employees;
- Skilled in prioritizing and assigning work;
- Skilled in providing customer service;
- Skilled in monitoring and maintaining inventory;
- Skilled in locating water lines in buildings;
- Skilled in coordinating the completion of meter reads within established timeframes;
- Skilled in reading maps;
- Skilled in interpreting, applying, and explaining policies and procedures;
- Skilled in keyboarding;
- Skilled in correlating meter reads to customer billings;
- Skilled in preparing and maintaining records;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

## **MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Three years of progressively responsible residential and commercial meter reading experience.
- Requires a valid Texas Driver's License.
- Water Class D is License is required within one year.

## **PREFERENCES:**

- None.

## **WORKING CONDITIONS:**

- Frequent climbing, balancing, reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, smelling, and manual dexterity.
- Occasional lifting and carrying up to 100 pounds.
- Work is typically performed in both standard office and outdoor environments, with potential exposure to adverse weather conditions.
- Work is performed in close quarters and high and precarious places.

## **CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.