



CITY OF POCA TELLO CLASSIFICATION SPECIFICATION

Meter Reader Supervisor

Department: Utility Billing

Reports to: Utility Billing Director

Pay Grade: H09

Date Established: 3/2014

Date Revised: 12/2017

FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Meter Reader Supervisor supervises and participates in the process of reading the City manual and telemetry water meters to ensure consistent, accurate, and timely billing for customers. The job supervises installation, operation, and maintenance of the automated meter telemetry system. Duties include installing new telemetry equipment, troubleshooting and repairing units and maintaining programs in telemetry units and handheld recording computers. The job also includes supervising, scheduling, training and evaluating the work of employees.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public. The job requires the ability to organize, prioritize, and carry out tasks. The Meter Reader Supervisor may interact with customers who are uncooperative.

The work environment is an office and public street environment that may include exposure to adverse weather conditions, traffic hazards and moving vehicles at the job site, and hazards involving the use of tools and equipment. Most work is conducted independently in the field with radio communication available. Meter boxes may be inhabited by spiders and/or snakes; some meters are located on private property with aggressive dogs. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Supervises Meter Readers and participates in the reading of City water meters to ensure timely and accurate meter readings and accurate monthly billings.

Supervises, schedules, trains, evaluates, and participates in the hiring, disciplining, and termination of employees. Assigns routes for meter reading on a daily basis.

Maintains the telemetry reading and reporting system. Installs new telemetry equipment, troubleshoots and repairs units, and maintains programming in telemetry units and handheld recording computers. Monitors system operation, downloads and uploads readings daily, accesses data collected, and prepares daily reports.

Ensures ITRON upgrades are installed on computer and hardware equipment is upgraded without interrupting workflow.

Schedules maintenance of Department vehicles, including oil changes, tire replacement and rotations and other vehicle maintenance. Maintains inventory of supplies, including placing orders.

May perform meter reading, meter repair/replacement, and related duties, as needed.

Assists with City GIS mapping, including placing new meter boxes.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Customer service methods, techniques, and objectives;
- The operation of City water meters, including turning service on and off to customers;
- Operation of the telemetry reporting system, including broadcast reporting units and handheld computers for inputting and recording meter readings;
- Employee supervision, training, evaluation, and disciplinary methods, techniques, and objectives;
- Operation of a handheld computer for inputting meter readings;
- City policies regarding safe work practices;
- City street layout and grid;
- Department policies and procedures on turning on and shutting off water service;
- Operation of basic office equipment including a personal computer and job-related software applications.

Skill and Ability to:

- Supervise the process of reading the City water meters to collect usage data to ensure consistent, accurate, and timely billing for customers;
- Schedule, supervise, train, evaluate, and discipline employees;
- Organize and prioritize assignments, perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Utilize ITRON specialty software;
- Perform duties accurately and efficiently under time-sensitive deadlines;
- Install, maintain, troubleshoot, repair, and upgrade meter telemetry systems, including broadcast units and handheld receiving and recording computers;
- Monitor the operation of the telemetry system, collect data, and prepare daily usage reports;
- Supervise the operations and maintenance of Department vehicles;
- Maintain inventory of meter reading equipment such as rebar and safety gear, locks, plugs, etc.;
- Walk an assigned route, access City meter boxes in easements or other locations, read meter usage numbers, and accurately input numbers into a handheld computer;
- Repair and/or replace defective water meters;
- Maintain the inside of meter boxes and an area around meter boxes for access;
- Provide efficient customer service under occasionally stressful conditions and to communicate effectively with people who may be angry, frustrated or confused;
- Provide efficient customer service to persons of varied backgrounds and experiences;
- Turn on and shut off water service from City meter boxes;
- Operate hand tools required for the assigned tasks;
- Operate a cell phone and motor vehicle;
- Operate a personal computer and job-related software and applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other city employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;

- Technical school or additional computer training and certification preferred;
- Two (2) to three (3) years' experience in a utility system utilizing telemetry system is preferred;
- Idaho driver's license required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, keyboard or type, reach with hands and arms, use hand tools, and operate a motor vehicle. The employee must occasionally lift and/or move up to 75 pounds. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.