

**VALLEY CENTER MUNICIPAL WATER DISTRICT**  
**METER SERVICES SUPERVISOR**

**DEFINITION**

Under general direction of the Director of Operations/Facilities, incumbent performs a variety of supervisory, administrative, skilled, and technical work in the meter services division. Incumbent plans, supervises and reviews the work of employees engages in the installation, maintenance, and reading of meters, backflow program, facility maintenance and the customer services program, warehouse inventory and record keeping.

**CLASS CHARACTERISTICS**

This is a single incumbent class and is responsible for supervising all activities related to customer service, backflow program, meter reading and the installation and maintenance of meters. It is distinguished from the Director who is accountable for all field operations. The position requires the use of independent judgment and initiative, particularly in the event of emergency situations, where critical facilities must be quickly brought back to service. Incumbents must be able to respond to emergencies as necessary and may be required to work in wastewater facilities to include collection, distribution, and reclamation.

**ESSENTIAL DUTIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.*

Supervises staff to include: planning, assigning, supervising, reviewing and evaluating work; conducting performance evaluations; ensuring that employees follow policies and procedures; provides staff training and development; ensures a high level of customer service; making hiring, termination, an disciplinary decisions and recommendations.

Oversees the computerized meter reading systems and reporting; analyzes projected new routes; reads maps and plans.

Provides technical assistance to crews in resolving difficult problems encountered; supervises maintenance and repair work on facilities and equipment, valves, meters, roads and pipelines; inspects job sites to determine work required and to evaluate performance.

Handles the more serious complaints and questions from the public and other agencies regarding water leaks, pressure or water loss; evaluates situation, explains findings to property owners, notifies appropriate personnel; maintains good public relations; coordinates work with other departments and outside agencies; provide for emergency repair work as needed

Inspects meter installations and service repair sites before, during and after project completion.

Ensures that safe work methods are followed and that appropriate safety precautions and equipment are utilized and provides safety training as necessary.

Processes service orders, monitors invoices, and performs related warehouse management activities and assists the Finance Department in performing year end audits.

Supervises the backflow program, testing, compliance, repair and documentation activities.

In conjunction with the Wastewater Department, assists with the activities of the reclaimed water program to ensure compliance with state and local regulations.

Estimates personnel, material and equipment requirements for assigned jobs; ensures that all necessary materials, supplies and equipment are available; insures the proper maintenance of equipment and tools; evaluates and institutes changes in work methods and priorities; institutes changes to increase effectiveness to meet department objectives.

Operates vehicles skillfully and safely in performing assignments; inspects and fuels vehicles; reports the need for repairs and service; observes safe driving practices; maintains vehicle, equipment and work are in a clean and orderly condition.

Operates computers; enters and retrieves data; prepares periodic and special reports of work performed; prepares and maintains a variety of written and computerized reports and records including work sheets, accident reports, maintenance requests, and other related reports.

Prepares budget for assigned areas; analyzes annual operating costs and makes recommendations for department budget.

Orders a variety of office equipment.

Establishes and maintains cooperative working relationships with co-workers, outside agencies and the public.

Observe safe work practices and safety methods.

Performs other duties as assigned.

### **QUALIFICATION GUIDELINES**

**Knowledge of:** Supervisory principles and practices, including selection, training, work evaluation and discipline; methods, materials, tools and equipment used in water distribution systems and maintenance and water quality assurance work; principles and practices of backflow testing; methods and techniques of reading water meters, including automatic meter reading systems; operation of water meters; methods and techniques of troubleshooting and testing meters, installing and replacing meters; principles and practices of reclaimed water systems; using computer and related software applications; safe work methods and safety practices pertaining to the work; operation and maintenance of a wide variety of equipment and hand and power tools used in the work; shop mathematics; applicable laws and regulations; safety and public health rules, codes, and regulations pertaining to the work; and, hazardous materials and hazardous waste management practices.

**Ability to:** Plan, organize, assign, supervise, review and evaluate the work of others; prepare and maintain a variety of accurate written and computerized records and reports pertaining to the work; read and interpret plans, maps, specifications and manuals; operate and maintain tools and equipment used in the work; identify and implement effective courses of action to complete assigned work; coordinate crew assignments with those of other departments and agencies; estimate labor, material and equipment needs; interpret plant piping and distribution diagrams; analyze and make recommendations for improved methods and procedures; develop and revise operating schedules and procedures to meet changing conditions and to ensure safe, effective, efficient, and legal operation of plant facilities; maintain adequate stock levels, requisition materials and supplies; communicate clearly and concisely and be understood while using the District's radio communication system; deal tactfully and courteously with the public, often in difficult or strained circumstances; work effectively with outside agencies; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

## **EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS**

**Education:** A combination of experience, training, and coursework equivalent to an Associate's degree in Water Technology, Supervision, or related field.

**Experience:** Two years of experience as a Senior Meter Services Technician, or its equivalent, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Experience in water or wastewater agency is preferred. Backflow experience is highly desirable.

**License and Certifications:** California Class C Driver's License. AWWA or ABPA Backflow Prevention Assembly-General Tester, AWWA or ABPA Cross-Connection Control Program- Specialist Certificate, State Water Resources Control Board (SWRCB) Water Distribution Operator Grade D4

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

*The physical demands and work environment described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands:** While performing the duties of this job, the incumbent is regularly required to use hands and fingers to grasp and feel or and reach with hands and arms. The incumbent frequently is required to sit, talk and hear. The incumbent is occasionally required to walk, stoop, kneel, crouch, climb, balance, stand, and operate objects, tools, or controls. The incumbent must lift and/or move from 10 to 25 pounds and occasionally lift and/or move from 50 to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. May be required to medically qualify and wear a District approved respirator. Employees may be required to wear and/or use personal protective and other safety equipment.

**Work Environment:** While performing the duties of this job, the incumbent works in both an office and outdoor setting; may occasionally be exposed to moving mechanical parts and outside weather conditions. The incumbent is occasionally exposed to wet and/or humid conditions, fumes or airborne particles; toxic or caustic chemicals; high precarious places; and vibrations. The noise level will range from moderate to very loud.

POSITION DESCRIPTION APPROVED:

  
\_\_\_\_\_  
**General Manager**

06/29/2020

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**Date**