

MEASUREMENT SERVICES SUPERVISOR

PURPOSE: To supervise meter reading and measurement center operations.

FUNCTIONAL AREAS:

1. Plan, direct, supervise and evaluate meter reading, installation, maintenance, and repair operations.
 - * A. Develop a meter reading schedule to ensure monthly reading of all residential, commercial and industrial water and gas meters.
 - * B. Develop and monitor a program for scheduled leak detection surveys and the testing, repair and replacement of gas and water meters, gas regulators, and relief valves.
 - * C. Organize and direct the maintenance of all measurement devices, the maintenance and operation of all detection equipment, and the installation of water and gas meters, gas regulators, and relief valves.
 - * D. Prepare and monitor budgets, and requisition necessary supplies, parts, and equipment.
 - * E. Assess current operations, procedures, problems or needs and recommend improvements to increase productivity, improve performance, and reduce costs.
 - * F. Monitor and review work in progress and provide direction and assistance with operational problem solving.
 - * G. Analyze water and gas meter and gas regulator repair and maintenance problems.
 - * H. Investigate causes of water and gas meter and gas regulator malfunctions reported by customers or department staff.
 - * I. Monitor activities to ensure compliance with governmental regulations and reporting requirements.
 - * J. Prepare and present oral and written reports as required.
2. Supervise assigned staff.
 - * A. Prioritize, schedule and assign work.
 - * B. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 - * C. Establish work standards, provide coaching and feedback, and conduct employee evaluations.
 - * D. Discipline assigned personnel as necessary.
 - * E. Provide for the training of employees in proper and safe work methods and procedures.
 - * F. Effectively recommend adjustments or other actions in employee grievances.
 - * G. Delegate authority and responsibilities to others as needed.
 - * H. Disseminate instructions and information to employees through oral and written communications.
3. Perform related tasks as assigned.
 - * A. Investigate and resolve complaints and questions from the public.
 - * B. Review abnormal water consumption and customer billing inquiries, and determine whether billing adjustments are required.
 - * C. Supervise the loading of route information into hand-held meter reading terminals and the unloading of meter readings to the customer file via computer transfer.
 - * D. Calculate meter reading estimates based on degree days, past history, etc.
 - E. Perform meter reading and measurement center duties when necessary.
 - F. Perform field work as necessary, including on-site inspections, telemetric installations,

- surveys, etc.
- * G. Authorize entrance to confined spaces.
- H. Confer with management regarding the installation of high-pressure gas lines and water lines.
- * I. Review technical journals, legislation, regulations and other related materials affecting operations.
- J. Perform related work as required.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. Five (5) years of experience in water and gas utility service operations, including at least three (3) years at a supervisory or leadworker level.
- ◆ B. Possession of a valid regular Minnesota driver's license or privilege by the date of appointment and thereafter.

Knowledge Requirements

- ◆ A. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.
- ◆ B. Knowledge of the principles, methods, equipment and materials used to read meters.
- C. Knowledge of the methods, equipment and materials used to install, maintain and repair meters, regulators, and related equipment.
- D. Knowledge of gas and water distribution systems.
- ◆ E. Knowledge of applicable laws, regulations, and standards related to meter reading and to the installation, maintenance and repair of meters and regulators.
- ◆ F. Knowledge of defensive driving methods, confined space entry procedures, and other applicable safety precautions and safe work methods related to meter reading and installation and repair work.
- ◆ G. Knowledge of computer applications including word processing, spreadsheet, and database used to develop schedules and budgets, assign meter reading routes, bill customer accounts, and maintain inventory.

Skill Requirements

- ◆ A. Skill in supervising assigned personnel.
- B. Skill in the use of equipment used to install, repair, and maintain water & gas meters and testing equipment.
- ◆ C. Skill in the programming and use of meter reading equipment.
- ◆ D. Skill in effectively communicating for the purpose of obtaining and providing information and for resolving conflicts.
- ◆ E. Skill in preparing and presenting accurate and concise written and oral reports.

Ability Requirements

- ◆ A. Ability to evaluate and analyze operational and service problems and to take corrective action as necessary.
- ◆ B. Ability to prioritize, schedule and coordinate work projects.
- ◆ C. Ability to set performance standards and goals.
- ◆ D. Ability to understand, interpret, explain and apply labor agreements.
- ◆ E. Ability to establish and maintain effective working relationships with subordinates,

- supervisors, and the public.
- ◆ F. Ability to efficiently operate a calculator, computer terminal, personal computer, hand held meter reading terminal, computer printer, photocopier, gas scope and other equipment related to reading and recording water consumption.
- G. Ability to perform mathematical calculations for the purpose of estimating costs, calculating budget projections, computing charges for water and gas consumption, and computing customer load requirements to properly size meter, regulator and pressure.
- H. Ability to use computers to install, repair and calibrate telemetry, and to generate reports.
- ◆ I. Ability to use computers to operate handheld meter reading system.
- J. Ability to diagnose and repair water and gas meters, test equipment, and gas regulators.
- ◆ K. Ability to transport oneself to, from, and around various worksites.
- ◆ L. Ability to occasionally work outside in inclement weather.
- ◆ M. Ability to lift up to 100 pounds maximum, with frequent lifting and/or carrying of objects such as meters and regulators weighing up to 25 pounds.
- ◆ N. Ability to attend work on a regular basis.

- * Essential functions of the job
- ◆ Job requirements necessary on the first day of employment

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