



City of Klamath Falls

Position Description

| | |
|---|------------------------|
| Position: Meter Services Supervisor | Group: Non-represented |
| Department/Site: Support Services/Utility Billing | FLSA: Exempt |
| Evaluated by: Utility Billing Manager | Salary Grade: 121 |

Summary

Leads and participates in day-to-day Utility Billing operations to ensure efficient and effective administration of the servicing and repair of water meters, daily scheduling and operations, and supervision of meter service personnel. Assists Utility Billing Manager in development of the annual division budget and interim reports. This position reviews water meter usage reports, records, usage, and verifies accuracy of readings. Acts as a liaison between the Water Division and Utility Billing Division. The position works independently and within a team environment, exercises discretion and good judgment and represents the City in a pleasant, diplomatic and helpful manner.

Distinguishing Career Features

The Utility Billing Supervisor is the senior and master-level supervisory position, accountable for the efficient and effective field operations of the Utility Billing Division. Advancement to this position requires compliance with the education, certifications, and qualifications of the position and a demonstrated ability to integrate operations, supervision, and administration.

Essential Duties and Responsibilities

The Utility Billing Supervisor is capable of performing any of the following general and special functions:

- Performs reviews and evaluations of staff; provides input to Utility Billing Manager
- Plans, organizes and manages skill development and training of staff.
- Performs connects and disconnects of water service for customers, including disconnects for non-payment of bills.
- Checks and tests pressures and checks locations of reported leaks from customers, Utility Billing Manager or Customer Accounting Representatives.
- Organizes, supervises, and shares in the work of Meter Services personnel, including, but not limited to, installing meters, reading water meters, verifying accuracy of readings, and performing system maintenance.

- Evaluates and updates yearly meter reading schedule.
- Oversees meter service personnel for work output, public relations and external customer service, documentation of discrepancies, routing new meters, verification of meter readings, and delegation of work orders.
- Assists the Utility Billing Manager in the budget development process. Researches and gathers information about personnel, revenue limits, projected overhead, and details of expenditures within various funds. Assists in implementing divisional budget.
- Monitors, tracks, and assigns Mobile Service Orders (MSO).
- Responsible for implementation and administration of Advanced Metering Infrastructure (AMI) and asset management systems, including programming, hardware, radios, and data collection.
- Serves as a resource for questions regarding accounts and related information. Provides technical expertise and direction regarding. Responds to and helps to resolve citizen complaints.
- Reviews electronic record-keeping procedures, techniques and methods. Recommends and implements new or improved procedures and techniques, assuring efficiency and compliance with City policies and applicable government regulations.
- Coordinates with Development Services Division and Senior Engineering Technician-Geographic Information Systems (GIS) staff to track asset locations.
- Develops and prepares data queries using a variety of reporting interfaces, tools, and applications.
- Trains staff to perform field work according to policy, procedure, City Code, and other applicable local, state, and federal requirements.
- Implements, monitors, and analyzes reports for the Irrigation Conservation Program and high consumer commercial/industrial customers.
- Evaluates and recommends improvements in operations, systems, policies, procedures and methods.
- Assists in gathering and presenting materials generated by the Division to City Manager, City elected officials, the public, and City personnel.
- Performs other duties as assigned that support the overall objective of the position and division.

Qualifications

- **Knowledge and Skills**

The position requires specialized professional-level knowledge of the theory, principles, and requires in-depth knowledge of size, type, and location of City water meters, electronic reading devices, and City Code, policies and procedures. Must know and

understand modern practices and principles of supervision and leadership. Requires well-developed human relations skills, sufficient to communicate technical concepts to others, to facilitate small group processes on technical matters, review employee performance, resolve conflict, and deal with organizations and individuals inside and outside of the City. Requires skill in the use of Microsoft Office, principles and techniques of data analysis, and communication and public relations skill as representative of the City. Requires skill in writing professional communications and reports.

- **Abilities**

Requires the ability to carry out all aspects of the position. Must be able to maintain and incorporate new services in meter reading cycles; contact proper departments; construct yearly meter reading schedule to ensure a structured cycle; contact animal control or law enforcement when necessary to prevent exposing self or staff to unnecessary physical harm or conflict; read and interpret documents in the English language, such as safety rules, operating and maintenance instructions, and procedure manuals; write, in English, routine reports and correspondence; add, subtract, multiply, and divide using whole numbers; apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations; and handle routine and emergency situations with speed and accuracy. Must be able to supervise, train, and manage the performance of staff in a manner that encourages teamwork, high morale, and efficiency.

- **Physical Abilities**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Incumbent must be able to work in the outdoors and in an office environment. While performing the duties of this job, the employee must be able to stand, walk, and use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee frequently is required to climb or balance. The employee is occasionally required to sit. Work requires ability to conduct site visits and outdoor work on meters and utilities infrastructure. Requires sufficient hand-eye-arm coordination to use a keyboard and basic metering tools. Requires visual acuity to read computer screens, printed material, and detailed information. Requires auditory ability to carry on conversations over the phone and in person. The employee must regularly lift and/or move up to 50 pounds.

- **Education and Experience**

The position requires an Associate's Degree in a related field with two (2) to four (4) years of experience in the operation, maintenance, and/or construction of water supply and distribution systems, including experience working with meters, and conducting meter services; and experience with distribution system maintenance, knowledge of programs/databases, and data analysis and reporting. Additional years of experience may substitute for higher education.

Preferred: A Bachelor's Degree is preferred with one to two (1-2) years of experience.

- **Licenses and Certificates**

Must possess and maintain a valid Oregon Driver's License. Must obtain an Oregon Class B Commercial Driver's License within six (6) months of hire. Must obtain State of Oregon Water Distribution Operator Certification Grade II within (18) eighteen months of hire.

Preferred: Water Distribution Operator Certification Grade III.

- **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in outside weather conditions. The employee frequently works near moving mechanical parts and is frequently exposed to wet and/or humid conditions and fumes or airborne particles. The employee is occasionally exposed to extreme heat and vibration. An employee in this position must withstand exposure to variable weather conditions.

- **Pre-Employment**

Job offers for this position are contingent upon the individual passing a pre-employment drug screen.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.