



respect - Communication - Integrity - Teamwork - family

## Utility Billing Service Supervisor

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**FLSA STATUS:** Non Represented, Exempt  
**DEPARTMENT:** Support Services  
**DIVISION:** Utility Billing  
**GRADE:** M-2  
**APPROVED BY:** City Manager **DATE:** January 1, 2016

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### **SUMMARY**

The Utility Billing Service Supervisor works under the general direction of the Utility Billing Manager. This position is responsible for daily supervision of staff that service and repair water meters and connect and disconnect water service. This is a working supervisory position and the employee will perform duties as necessary to keep the department on schedule as required for excellent Customer Service. Supervisory duties include planning, directing, scheduling, performance management, and training.

### **EXAMPLES OF DUTIES**

Duties may include but are not limited to the following:

Plans, organizes and manages skill development and training priorities for staff

Responsible for performance and compliance of all employees under his/her supervision by tracking productivity and customer service, documenting any failure to perform per department policy and procedure, and taking necessary corrective action.

Responsible for annual evaluations of staff.

Plans and directs daily operations of division including by not limited to these examples:

- Performs connects and disconnects of water service for customers, including disconnects for non-payment of bills as required
- Checks and tests pressures upon request
- Checks locations of reported leaks to determine source
- Accurately reads/records all types of meters and usage for the purpose of billing.
- Oversees meter readers in routing new meters.
- Verifies accuracy of meter readings when necessary.

- Participates in on-call phone duties which are assigned across all personnel.
- Develops the yearly meter reading schedule in collaboration with the Utility Billing Manager.
- Delegates work orders for Meter Service Persons in regard to priority and location to ensure best working efficiency.
- Coordinates vacation schedules for Meter Service Persons and Meter Reader.
- Liaison between Utility Billing and Water Warehouse

### **SUPERVISORY RESPONSIBILITIES**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include involvement in training employees; planning, assigning, and directing work; appraising performance and resolving problems.

### **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED); at least four (4) years' experience reading meters, conducting meter service; and three (3) years experience on distribution system maintenance.

### **CERTIFICATES/LICENSES:**

Must possess and maintain a valid Oregon Driver's License and State of Oregon Water Distribution Operator Certification Grade III. Candidates with lower certification may be considered, Grade III Certification must be obtained within six months of appointment.

### **PRE-EMPLOYMENT:**

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

### **KNOWLEDGE, SKILLS and ABILITIES**

The requirements listed below are representative of the knowledge, skill and/or ability required.

**Knowledge of:** size, type and location of all meters for the purpose of reading or minor repairs; electronic reading devices; City code, Policies and Procedures.

**Skill in:** basic computer operation; dealing with the public in a positive manner; public relations skills necessary as a representative of the City and Water Department to ensure communication and clarification of responsibility, as set forth in City Code, policy and procedures, whenever conflict or question is raised by customers.

Ability to: maintain and incorporate new services in current meter reading cycles; contact proper departments; construct yearly meter reading schedule to ensure a structured cycle which will include all of the water services; 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.

### **PHYSICAL DEMANDS**

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. 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 is regularly required to stand; walk; 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.

The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

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.

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.