

MAJOR FUNCTION

This is responsible technical, supervisory, and public contact work directing the activities of either the Meter Reading, or Meter Services section. Work is performed under the general direction of the Customer Field Operations Administrator; however, the employee is expected to exercise considerable independent judgment and discretion in performing work tasks. Work is reviewed through reports, conferences, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, directs, coordinates, and supervises all activities, functions and staff related to either meter reading, or meter service which consist of the Smart Grid/Advanced Metering Infrastructure (AMI)/Meter Operations. Schedules and assigns personnel to ensure the timely delivery of services provided through assigned area. Develops and maintains written procedures for assigned area, including operation and maintenance of electronic equipment and computer operating software systems. Uses software programs in designing route structures, determining required staffing hours, evaluating accuracy and timeliness of readings, scheduling, and detecting diversion and low consumption. Ensures proper unloading and downloading of data between computer systems. Requisitions supplies, equipment, and uniforms for the section and provides administrator with input for the annual budget. Gathers field information to assist with proposed annexations, developer rebates, and meter locations. Handles inquiries from customers, management and other departments relating to service area. Identifies, monitors, and evaluates evolving technologies and other service enhancements for assigned area. Prepares detail memoranda, reports and analysis on service status and efficiency. Monitors staff compliance with all City and OSHA regulations, and other safety related training provided to ensure a safe work environment for City employees and the public. Recommends and participates in the selection, placement, transfer, training and development, safety, grievance resolution and discipline of subordinate employees. Conducts performance evaluations and makes recommendations on merit increases. Performs related work as required.

Other Important Duties

Coordinates field activities with multiple departmental participation. Coordinates the use, maintenance, and repair of all electronic equipment, and maintains appropriate logs for same. Seeks out and schedules developmental training for assigned staff. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the operations, procedures and practices involved in meter reading and meter services. Considerable knowledge of the geography and service areas of the City. Considerable knowledge of customer billing procedures. Considerable knowledge of automated systems and software programs as applied to multi-service meter reading and utility billing. Knowledge of the principles of effective supervision. Ability to deal with people in adverse conditions. Ability to maintain effective working relationships as necessitated by the job. Ability to assign and review the work of subordinates and provide proper instructions in a manner conducive to improved performance and high morale. Ability to understand and execute difficult oral and written instructions and to prepare clear and comprehensive reports. Ability to express oneself clearly and concisely, orally and in writing. Skill in the use of personal computers and associated programs and applications as are necessary to successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, finance, accounting, management information systems, or a related field and three years of technical or administrative experience in computer systems operations, utility billing systems, utility accounts systems, electric metering systems, meter reading or utility service work; or an equivalent combination of training and experience. One year of supervisory experience is required and may be part of any of the aforementioned experience or in any other work area.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 01-29-20