

Water Authority Position Description

WATER REP OPERS SUPV

Status	Position Code	Level	Date
APPROVED	SVWR	M26	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

SUPERVISE, PLAN AND COORDINATE ACTIVITIES IN THE METER OPERATIONS SECTION OF THE CUSTOMER SERVICES DIVISION. ENSURE METERS ARE READ ACCURATELY, TIMELY AND CUSTOMERS ARE DEALT WITH IN A COURTEOUS, PROFESSIONAL MANNER.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE WITH MAJOR COURSE WORK IN BUSINESS, PUBLIC ADMINISTRATION OR A RELATED FIELD, PLUS THREE (3) YEARS OF CUSTOMER SERVICE OR METER READING, PLANNING OR DELIVERY SERVICE ROUTE OR PLUMBING EXPERIENCE IN THE REPAIR OR MAINTENANCE OF ELECTRO-MECHANICAL DEVICES TO INCLUDE ONE (1) YEAR OF DIRECT SUPERVISORY OR TECHNICAL LEAD EXPERIENCE IN AN ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP).
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

SUPERVISION RECEIVED/EXERCISED

RECEIVES DIRECTION FROM HIGHER-LEVEL SUPERVISOR.
EXERCISE DIRECT SUPERVISION OVER TECHNICAL AND SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. PLAN, PRIORITIZE, ASSIGN, SUPERVISE, AND REVIEW THE WORK OF STAFF RESPONSIBLE FOR WATER USAGE METER OPERATIONS. ENSURE ALL ACCOUNTS ARE PROPERLY ROUTED AND READ EACH MONTH.
2. ESTABLISH AND MONITOR METER READING AND BILL CYCLE SCHEDULES FOR BILLING OF WATER AND SEWER ACCOUNTS.
3. IDENTIFY OPPORTUNITIES FOR IMPROVING SERVICE DELIVERY METHODS AND PROCEDURES. IDENTIFY RESOURCE NEEDS. REVIEW WITH APPROPRIATE MANAGEMENT STAFF. IMPLEMENT IMPROVEMENTS.
4. DIRECT, COORDINATE AND REVIEW THE WORK PLAN FOR ASSIGNED STAFF. ASSIGN WORK ACTIVITIES AND PROJECTS. MONITOR WORK FLOW. REVIEW AND EVALUATE WORK PRODUCTS, METHODS AND PROCEDURES. MEET WITH STAFF TO IDENTIFY AND RESOLVE PROBLEMS.
5. PARTICIPATE IN THE INTERVIEW/SELECTION PROCESS. TRAIN, MOTIVATE AND EVALUATE ASSIGNED STAFF; PROVIDE OR COORDINATE TRAINING; WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.
6. MAINTAIN A LARGE AND COMPLEX RECORDS AND FILING SYSTEM USING A COMPUTER. MANAGE THE MULTI VENDOR READING SYSTEM (MVRS) AND ITRON SYSTEM. RETRIEVE RECORDS AND FILES AS NEEDED. PREPARE REPORTS AND AUDITS ROUTES PERIODICALLY.
7. RESPOND TO PUBLIC INQUIRIES IN A COURTEOUS MANNER. PROVIDE INFORMATION WITHIN AREA OF ASSIGNMENT. RESOLVE COMPLAINTS IN AN EFFICIENT AND TIMELY MANNER.
8. PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF ASSIGNED BUDGET. FORECAST FUNDS NEEDED FOR STAFFING, EQUIPMENT, MATERIALS AND SUPPLIES. RECOMMEND ADJUSTMENTS AS NECESSARY. PREPARE MONTHLY REPORT OF METER READING SECTION OPERATIONS.
9. SERVE AS THE LIAISON BETWEEN THE CUSTOMER SERVICES DIVISION AND OTHER DIVISIONS REGARDING AUTOMATED METER READING PROGRAM IMPLEMENTATION, CHANGES AND ENHANCEMENTS. PROVIDE SUPPORT TO EMPLOYEES AND CUSTOMERS.
10. INSTALL, CALIBRATE, AND OPERATE AUTOMATED METER READING EQUIPMENT AND TROUBLESHOOT EQUIPMENT FAILURES.
11. COORDINATE AND CONDUCT EMPLOYEE TRAINING IN THE INSTALLATION, PROGRAMMING, TROUBLESHOOTING AND OPERATION OF AUTOMATED METER READING EQUIPMENT.
12. COMPILE DATA AND ANALYZE REPORTS TO ASSURE THE ACCURACY AND CONSISTENCY OF ALL AUTOMATED METER READING OPERATIONS.
13. INPUT DATA INTO AMR COMPUTERIZED DATA BASE. RETRIEVE RECORDS, FILES, AND CREATE REPORTS AS NEEDED.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF CUSTOMER SERVICE.
2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF A CUSTOMER SERVICE PROGRAM
 BASIC PRINCIPLES AND PRACTICES OF WATER AUTHORITY BUDGETARY AND FISCAL MATTERS MODERN AND COMPLEX PRINCIPLES AND PRACTICES OF CUSTOMER SERVICE BILLING AND COLLECTING BASIC PROCEDURES OF WATER AUTHORITY ACCOUNT ADJUSTMENTS AND RATE SCHEDULES PRINCIPLES AND PROCEDURES OF OFFICE ADMINISTRATION BASIC PRINCIPLES OF MUNICIPAL BUDGET PREPARATION AND CONTROL PRINCIPLES OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATION MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS PERTINENT FEDERAL, STATE, AND LOCAL LAWS, CODES AND REGULATIONS PROCEDURES OF WATER AUTHORITY ACCOUNT ADJUSTMENTS AND RATE SCHEDULES
 PRINCIPLES OF MUNICIPAL BUDGET PREPARATION AND CONTROL
 MODERN AND COMPLEX PRINCIPLES AND PRACTICES OF WATER AUTHORITY BUDGETARY AND FISCAL MATTERS
 INTERMEDIATE COMPUTER SKILLS

PREFERRED SKILL/ABILITY

SUPERVISE, DIRECT AND COORDINATE THE WORK OF LOWER LEVEL STAFF
 SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF
 LEARN TO INTERPRET EXPLAIN AND ENFORCE DIVISION AND WATER AUTHORITY POLICIES AND PROCEDURES
 PREPARE CLEAR AND CONCISE REPORTS
 COLLECT, ANALYZE AND INTERPRET DATA
 REMAIN ON-CALL FOR FIELD DISPATCH OFFICE
 COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
 ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK
 COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
 USE VARIOUS DIAGNOSTIC EQUIPMENT ASSOCIATED WITH ELECTRONIC AND COMPUTER SYSTEM MAINTENANCE
 ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK
 REVIEW AND ANALYZE CONTRACT DRAWINGS AND SPECIFICATIONS

WORKING CONDITIONS

OFFICE AND COMPUTER ROOM ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, FOR PROLONGED PERIODS OF TIME; ATTENDING MEETINGS OUTSIDE OF NORMAL OFFICE HOURS.

