

METER READER SUPERVISOR

Job Code	Pay Grade
17014	CL14

Nature of Work

This is supervisory, administrative, and fieldwork supervising meter reader personnel responsible for sewer/water meter services, hand held electronic meter reading devices, meter installations and inspections throughout the county utility system. An employee in this class is responsible for overseeing operation plans to ensure meter-reading services and customers' accounts reflect accurate reading and recording of water consumption. The incumbent communicates with co-workers and customers and plans, as well as schedules routes, establishes new accounts, troubleshoots in the field, and enforces regulations concerning water management. The position requires the incumbent to supervise numerous field personnel; resolve customer complaints; and to manage important services within the department. A principal responsibility of the assignment is in training, assigning, scheduling and evaluating employee performance to ensure proper coverage of route systems and proper completion of work plans. Duties also require the frequent checks on fieldwork schedules and contacts with citizens. Work is performed with independence within existing departmental rules and regulations. The incumbent reports to a departmental manager, supervisor or designee.

Minimum Qualification Requirements

- 2 years experience in meter reading tasks with responsibility for utility related customer service contacts that includes 1 year of lead worker, supervision or supervisory training; or
- 1 year of college, trades, or vocational training plus 1 year experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Sufficient physical strength and agility to permit walking or driving all day under varying weather conditions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Supervises, trains, assigns, and evaluates the work of meter readers and accounts representatives.
- Reads water and sewer meters using an electronic meter reading device for assigned wholesale accounts and records readings.
- Examines meter installations for leaks and improper registration of consumption; reports faulty meters; inspects visible plumbing for water leakage.
- Answers consumer inquiries concerning water consumption and enforces regulations restricting usage.
- Oversees and assigns new codes and changes on accounts to ensure proper identification and billing.
- Assists field service personnel in the location and verifying of service addresses.
- Supervises the reading of special sewer meters for wholesale billing.
- Prepares the section budget.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of water meter devices and equipment.
- Knowledge of geography and street locations of the county.
- Knowledge of water and sewer billing rates, policies and procedures.
- Ability to manage, supervise, and train subordinate staff to work independently in the field to implement water meter reading and related services to the public.

METER READER SUPERVISOR (continued)

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Knowledge, Skills, and Abilities (continued)

- Ability to supervise and motivate personnel to administer plans that implement county water measurement and related field services to citizens and commercial entities.
- Ability to direct others in maintenance and operation of water meter equipment.
- Ability to make simple arithmetical calculations rapidly and accurately.
- Ability to deal tactfully with employees and the public.
- Ability to use a personal computer to perform administrative and utility department related tasks.
- Ability to read maps.

For official use only

Revised	EEOC Code	Overtime Code
9/13	Technicians	Classified