

CITY OF MILPITAS
EFFECTIVE:
EEOC: Service
FLSA: Non-Exempt
UNIT: MSA
PHYSICAL: 2

WATER METER READER SUPERVISOR

DEFINITION

To supervise, schedule and oversee the work of the water meter reading section; to review and resolve meter problems including customer complaints; and to perform routine meter reading work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant Finance Director.

Exercises direct supervision over assigned staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Coordinate, schedule and oversee the field activities of water meter reading section.

Supervise and evaluate assigned personnel.

Provide training and guidance to assigned personnel.

Perform routine meter reading assignments; read meters; open and close accounts.

Make revisions to current meter routes as necessary.

Handle customer complaints and resolve problems accordingly.

Analyze various performance reports and investigate discrepancies.

Coordinate the maintenance of trucks and equipment.

Maintain proper inventory of supplies and equipment.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Water meter reading practices and procedures.
- Geography and street systems of the City.
- Basic supervision and staff development techniques and principles.
- Safe work practices.
- Basic accounting principles.

Ability to:

- Supervise, train and evaluate the work of assigned personnel.
- Resolve meter problems and citizen complaints as they arise.
- Establish and maintain effective work relationships with City staff and the general public.
- Communicate effectively, both orally and in writing.
- Maintain neat and accurate records.
- Work independently; exercise sound judgment.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Three years of increasingly responsible experience as a water meter reader.

LICENSE

Possession of, or ability to, obtain, and maintain an appropriate, valid California Driver's License.

Approved by:

City Manager

Date

Human Resources Director

Date