

## **SUPERVISOR OF METER SERVICES**

Code No.: 3-14-089

COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a supervisory position in the Monroe County Water Authority responsible for directing activities to insure the correct and timely measurement of customer water consumption through metered services and the installing, testing and repair of water meters. The employee reports directly to and works under general supervision of the Director of Finance and Business Services. General supervision is exercised over meter reading, repair and installation employees. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other related activities may be performed although not listed.)

Supervises all meter reading and meter service activities;

Supervises the maintenance of meter and supply inventory and accurate inventory records;

Supervises the detection and enforcement of State and County health regulations pertaining to unauthorized cross-connections to Monroe County Water Authority's public water supply;

Coordinates and enforces the vault safety program;

Acts as liaison with Customer Service, Finance, and Engineering and Operations Departments;

Conducts field inspection of meter repair, installation and maintenance activities;

Analyzes meter reading and service performance and productivity ratios;

Analyzes long term planning for meter replacement life;

Analyzes data for future impact on planned meter expenditures;

Trains, supervises, reviews and evaluates the work of meter services personnel;

Keeps current on new metering device developments;

Prepares specifications for open competitive bidding for meter and meter connections and recommends awards on offers;

Prepares annual budget for Meter Services section including authorizations for new meter installations, meter renewal and replacements, and meter vault safety program;

Prepares orders for billing on meters lost, frozen, or otherwise unrecovered;

Directs the timely maintenance and calibration of commercial and wholesale meters.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of the operation, testing, reading and repair of water meters; good knowledge of bill calculation and billing procedures; good knowledge of customer complaints and corrective procedures; good knowledge of cross connection control procedures and equipment; good knowledge of the principles and practices of preparing a budget; ability to maintain cost-effective inventory of meters and supplies; ability to analyze expenditures; ability to plan; ability to effectively supervise and plan work of section personnel; ability to prepare bidding specifications; tact; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** EITHER:

- (A) Graduation from a New York State registered college or university with a Bachelor's degree, plus two (2) years paid full-time or its part-time equivalent experience in meter reading, backflow prevention, or meter repair, one (1) year of which must have been in a supervisory capacity;\* OR,
- (B) Graduation from a New York State registered college or university with an Associate's degree, plus three (3) years of experience as defined in (A) above, one (1) year of which must have been in a supervisory capacity;\* OR,
- (C) Five (5) years of experience as defined in (A), one (1) year of which must have been in a supervisory capacity;\* OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

\*Supervisory capacity, for the purposes of these minimum qualifications involves typical work duties such as: assigning and reviewing work evaluating performance, maintaining work standards, motivating and developing subordinate employees, implementing procedural changes, increasing efficiency and dealing with problems of absenteeism, morale and discipline. The supervision aspects must be an integral part of the job, not incidental or occasional.

**SPECIAL REQUIREMENT:**

Possession of a valid New York State Class D driver's license at time of appointment.

**REVISED:** January 8, 1987

**REVISED:** November 17, 1988

**REVISED:** February 18, 1993

**REVISED:** August 7, 2008