

METER INSPECTION SUPERVISOR

Code No.: 3-14-197

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an important administrative position involving responsibility for scheduling, implementing and reporting field service activity with work assignments generated by the customer record system of the Water Authority. Direct supervision is exercised over Utility Workers. Work is performed under the general supervision of the Supervisor of Meter Services. Does related work as required.

TYPICAL WORK ACTIVITIES:

Schedules and assigns service personnel and vehicles to cover work orders generated by the customer record system;

Prepares summary reports in field service activity concerning meter reading and meter installation activities;

Maintains supplies, equipment and records required for field service functions;

Solves those customer service and record problems that cannot be resolved by field and clerical personnel;

Reports trends in customer field contact reactions to Authority service.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of Water Customer Record System and Water Metering principles; good knowledge of office procedures and systems; good knowledge of business arithmetic; Working knowledge of water treatment and distribution system; good oral and written communication skills; ability to listen, understand and evaluate water service problems; ability to direct the activity of field service work; ability to clearly respond with information or instructions; ability to prepare summary reports; ability to establish good working relationships with the public and others; ability to understand and carry out complex oral and written instructions; integrity; dependability; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

(A) Graduation from high school or possession of a high school equivalency diploma, plus five (5) years paid full-time experience in field service employment such as meter reading or bill collection activities; OR,

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree, plus three (3) years of paid full-time experience as outlined in (A).

NOTE: Education beyond the Associate's degree cannot be substituted for the required experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

REVISED: January 29, 1981