

SENIOR UTILITY CUSTOMER SERVICE LEADER

DEFINITION

Under general supervision, to supervise, assign, and review the work of field and clerical personnel responsible for cross-connection control program, water meter installation, maintenance, repair, and reading.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Water Installation and Maintenance Supervisor and provides working lead supervision to assigned staff.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the lower level class of Utility Leader by the requirement to provide working lead direction to more than one crew or functional work unit involved in cross-connection control program, water meter installation, maintenance, repair, and reading. Work assignments may be of a general nature requiring the exercise of judgement and initiative in the independent planning, scheduling and prompt completion of work. Incumbents are expected to resolve most work problems with only occasional recourse to supervisors and are expected to exercise effective supervision over assigned staff; the Senior Utility Customer Service Leader may also be required to perform duties required of subordinates.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

1. Supervise, plan, coordinate, assign water meter repair, meter reading work and cross-connection control program assignments.
2. Inspect meter repair and installation work performed by assigned staff.
3. Coordinate meter reading efforts with other City departments, divisions, sections, and offices.
4. Maintain records and logs on water meters and work performed.
5. Provide assistance in developing specifications for new water meters and related equipment.
6. Supervise the purchase of necessary supplies, materials, tools, and parts.
7. Receive, investigate, and respond to public inquiries, complaints, and requests for service.

8. Supervise the cross-connection control program.
9. Oversee the testing, inspection and approval of backflow prevention devices.
10. Assist in program development and management.
11. Assist in budget preparation and administration.
12. Supervise, train, and evaluate subordinate personnel.
13. Operate a computer and meter reading software.
14. Coordinate and monitor weekly water samples.
15. Coordinate annual physical inventory of water works supplies.
16. Performs moderate amounts of paperwork including authorization of payment of invoices, maintenance of logs, and time rolls.
17. Perform related duties as assigned.

#### QUALIFICATIONS

##### Knowledge of:

- A. Characteristics, components, operation, maintenance and repair methods of calibrated meters.
- B. Safe and efficient work practices.
- C. Principles and practices of recordkeeping and personnel management.
- D. Tools and methods used in repair and maintenance of water meters.
- E. Proper application of various types of water meter and backflow devices.
- F. Proper application of various tools and materials used in water distribution system repairs and installation.
- G. The California Health and Safety Code, and Code of Regulations, Titles 17 and 22 as they relate to work in water distribution.

##### Ability to:

- H. Supervise and coordinate meter repair, meter reading, backflow prevention program and storekeeping work.
- I. Assign routine and emergency clerical and field personnel to routine and emergency tasks.
- J. Maintain accurate and up-to-date records.
- K. Prepare memos, reports, and correspondence.
- L. Communicate clearly and concisely, both orally and in writing.
- H. Respond to public inquiries and complaints in a courteous, tactful manner.
- I. Use personal computer.
- J. Work effectively with others.
- K. Supervise, train, and evaluate assigned staff.

EXPERIENCE AND EDUCATION

Experience: Three years experience in utility customer service work, including trouble shooting, problem solving, repair, installation and maintenance of watermeters, backflow devices, or reading of water meters. Experience in supervising utility maintenance personnel is preferred but not required.

Education: Equivalent to completion of the twelfth grade.

LICENSE OR CERTIFICATE: Possession of a valid Class "C" California Driver license.

PROBATIONARY PERIOD: One Year

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AAP GROUP: 18

FLSA STATUS: Non-Exempt

FPPC STATUS: Non-Designated