

## **CLASS TITLE: ASSISTANT WATER SERVICE SUPERVISOR**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for daily supervision for coordinating and daily supervision of the meter reading or water meter inspection and credit collection operational areas of the Water Services section; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Plans, assigns, coordinates and supervises the Field Customer or Water Representatives in various maintenance, construction, repair and inspection activities involving the municipal meter infrastructure
- Reviews incoming work and establishes priorities for completion
- Formulates plan for emergency operations or work tasks
- Completes and maintains various records, files, reports and verifies labor and material usage
- Supervises work group to ensure internal control procedures followed, minimizing negative impacts on revenue
- Assists in the development, supervision, testing, training and utilization of new and/or current computer systems and applications
- Assists the City of Tulsa's Utility section on billing reviews by performing property field audits of utility services
- Performs field inspections and audits to ensure accurate utility system updates and billing
- Interviews, trains and evaluates subordinate personnel
- Removes and reports illegal connections
- Designs exception report to identify errors or missing information
- Develops and administers formal on-the-job training and safety programs
- Utilizes computer systems to organize meter routes for increased efficiency
- Determines worksite safety equipment and practices and enforces safety policies to protect employees, citizens and facilities
- Troubleshoots/researches computer and field problems for billing errors and recommends changes as necessary
- Coordinates, monitors and enforces City and section policies
- Conducts and/or attends various meetings
- Investigates citizen complaints and performs damage investigations
- Must report to work on a regular and timely basis.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and six (6) years of progressively responsible experience in public utilities, including two (2) of the six years experience in the appropriate field of metering activities; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six months employment in the position. Employee will be eligible for an additional one step increase upon completion of sixty (60) accredited college hours (or associates degree from accredited college) and one year of employment in the position.

Knowledge, Abilities and Skills: Comprehensive knowledge of billing systems, procedures and policies; considerable knowledge of a utility information system with emphasis on water systems; good knowledge of street locations; and good knowledge of meter locations and routes; good knowledge of laws, ordinances, regulations and policies governing City utilities. Ability to work independently and to analyze, interpret and resolve complex problems regarding meter configuration and service setups; ability to make material and labor costs estimates; ability to keep records of work performance and to determine by inspection the quality of work performed; ability to use computers for utilization of field activities; ability to organize and assign daily work assignments; ability to supervise subordinate personnel; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization. Skill in operating a personal computer.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 60 pounds; may be subject to walking,

standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; some positions within this classification require a Class "C" Water Operator's License as issued by the Department of Environmental Quality (DEQ).

**WORKING ENVIRONMENT:** Working environment is primarily outdoors in inclement weather and indoors in an office environment; may be exposed to weather/temperature extremes, traffic, confined spaces and open trenches; requires travel to various remote locations to supervise field staff and conduct inspections and meetings; and may be subject to call out.

**Class Code: 1170**

**EEO Code: E-01**

**Pay Code: EX-32**

**Group: Clerical and Administrative**

**Series: Utility Field Services**

**Effective Date: July 16, 2012**