POSITION DESCRIPTION
METER DEPARTMENT SUPERVISOR

JOB TITLE: Meter Department Supervisor
REPORTS TO: Customer Services Superintendent
DEPARTMENT: Meter
EFFECTIVE DATE: June 2013

SUMMARY:
This is a supervisory position responsible for supervising the operation of Meter Department activities and employees including departmental planning, recruiting, training, assigning of work and evaluating job performance among subordinate personnel. The position ensures that all local, state and federal standards, requirement and/or guidelines are completed and complied with relative to installing, maintaining, and removing all associated meters.

Essential Duties and Responsibilities:

1. Directs and supervises the activities of the Meter Department employees.
2. Plans out work and sets priorities based on the workload and staff levels.
3. Evaluates and provides feedback to employees on performance. Communicate employee strengths and develop plans for improving productivity and work flow. Addresses discipline matters with employees when necessary.
4. Approves leave requests and schedules work.
5. Reviews reports, printouts, emails, policies, procedures, work orders, and other written documents for information, to respond to questions, monitor work progress, and ensure operations are running smoothly.
6. Trains Meter Workers on procedures, provides guidance, assigns mentors, and monitors work performance.
7. Manages scheduling for cycled meter reading, cutout list, and general duties for Meter Department employees.
8. Manages ordering and stocking of Meter Department inventory.
9. Develops the careers of department employees through direct training or arranging schools or seminars.
10. Recruits additional personnel when and as authorized.
11. Enters data into the computer for making and closing work orders.
12. Evaluates readings to determine irregularities and indicate same by written notes. Record any recognizable reasons for recorded abnormal
consumption.

13. Assists co-workers within department and in other departments as requested or required.

14. Assists employees with especially difficult customer cases, complaints, or questions including collecting payments and/or terminating service.

15. When needed may perform Meter Worker responsibilities such as reading meters, setting/removing meters, documenting readings, testing meters, inspecting meters, and evaluating meters for irregularities.


Knowledge, Skills and Abilities:

1. Knowledge of Riviera policies, procedures, and organizational structure.
2. Knowledge of basic mechanical parts and operations of simple mechanical devices.
3. Knowledge of Riviera utilities (water, gas, and electricity), locations of meters, and how to set and remove service.
4. Knowledge of Riviera service areas to include addresses, routes, property owners, and location of meters/utilities.
5. Knowledge of Riviera’s collection policies and procedures.
6. Knowledge of personnel management concepts such as leadership, motivation, communication, performance management, evaluation, goal setting, strategy development, and ethics.
7. Knowledge of leadership principles and practices such as: authenticity, integrity, humility, motivation, communication, service, influence, recognition, collaboration, and innovation.
8. Knowledge of all types of electrical meters and electrical recording instruments.
9. Knowledge of all local, state, and national codes and regulations regarding instrument metering.
10. Ability to read maps to find service addresses and collect payments.
11. Ability to add, subtract, multiply, and divide all units of measure, as well as estimate quantities.
12. Ability to work alone, or in a group with one or more persons, and to follow through on work assignments.
13. Ability to operate a personal computer to enter meter history.
14. Ability to keep accurate and careful records of information. This includes the ability to type information into a computer and to write legibly to complete work orders.
15. Ability to communicate orally with customers and fellow employees in a courteous and efficient manner. Includes the ability to speak in a clear voice
using appropriate pauses, emphasis and pronunciation and to listen for understanding.

16. Ability to operate a vehicle safely such as a pick-up truck with a standard shift, both on and off roadways.

17. Ability to walk or drive a truck over an established meter route to take readings of meters, etc.

18. Ability to read small print and figures on tickets, meters, dials, etc.

19. Ability to climb, crawl, reach, and extend arms in order to set, remove and read meters of various heights safely.

20. Ability to hear, read, and understand English instructions, rules, policies, forms, etc.

21. Ability to use hands and fingers to measure, handle, or move large and small items.

22. Ability to establish and maintain effective working relationships with the public, employees, customers, and citizens of the community.

23. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

24. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

25. Ability to evaluate and recognize hazardous situations and respond and notify others appropriately.

26. Ability to demonstrate careful attention to detail and promptly execute all work assignments.

22. Ability to test, troubleshoot, and install single and poly-phase meters as well as C.T. and P.T. installations.

23. Ability to demonstrate leadership and command respect based on technical expertise and communication style.

24. Ability to plan and prioritize work assignments for self and for other Meter Readers.

25. Ability to demonstrate initiative and innovation in departmental planning and supervisory role.

26. Ability to effectively coordinate available resources (people, supplies, funds, and equipment) to meet the needs of Riviera customers and employees.

27. Ability to have regular and predictable work attendance.

**Work Environment/Physical Demands:**

1. Walk for long periods of time reading meters within routes.

2. Lifting 50 lbs. maximum in general, or more if capability is adequate to do so
in given situations. In addition, frequent lifting and/or carrying of objects weighing up to 10 lbs. such as computer printouts, meter books, handheld electronic devices, meters, small tools, etc.

3. Requires walking, standing, squatting, bending repeatedly for long periods of time.

4. Position works in all kinds of weather, with no effective protection from the weather. A job is considered “outside” if the worker spends approximately 75 percent or more of the time outside.

**Minimum Qualifications:**

1. High School diploma or equivalent.

2. Ten years’ experience as a Meter Worker performing testing procedures with a poly phase meter, reading utility meters using AMRs (automatic meter readers), and carrying out a collection policy with at least two years’ experience managing a group of workers. Position requires experience and training in leading and managing others. Ongoing training and education is required for positions requiring employee management.

3. Completion of a minimum of 16 hours of instruction at Meter School is required.

4. Must possess or be able to obtain a valid driver’s license within 60 days of employment.

5. Master Gas Fitter Certification from Alabama Plumbers and Gas Fitters Examining Board where applicable.