

CITY OF MADERA

WATER METER & CONSERVATION SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under direction, plans, coordinates, assigns, participates in, directs and supervises the day-to-day operations and activities of the Water Meter and Conservation Unit of the Water Division of the Public Works Department. Develops and administers the policies, procedures, budget and programs for the Unit. Makes work assignments and supervises staff within the unit; assists in the training of unit employees and other City employees related to the water meter system and City conservation efforts; coordinating activities with other City employees and the public; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Water Meter & Conservation Supervisor** is the supervisory level class in the Water Division of the Public Works Department. Incumbents perform semiskilled and skilled duties in the repair and maintenance of the City's water meter system, develop and coordinate public outreach and education relating to water conservation, and performs system level analysis and interpretation of data analytics relating to the water meter system and water consumption. This classification is distinguished from the next higher classification of Water and Sewer Operations Manager by the performance of unit level supervisory duties.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Water and Sewer Operation Manager.
Exercises direct supervision over assigned staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, coordinates, assigns, participates in, directs and supervises the work of staff responsible for maintenance, inspection, repair, construction and installation work related to the City's water meter system; develops and implements crew assignments; assists maintenance staff in troubleshooting and performing the more complex maintenance and repair activities on water meters and the meter reading system.

- Makes recommendations to the Operations Manager regarding unit goals, budget, strategic planning and organizational development for the unit; identifies barriers to goal achievement, and recommends and implements solutions.
- Identifies water meter system deficiencies and performance issues; assesses effective remedial methods for a variety of operational problems; compiles and collects data to select, define and analyze improvement opportunities and strategies.
- Plans and executes preventative maintenance programs and measures designed to prevent service interruption and protect capital investment.
- Ensures timely response and investigation of all customer complaints; prompt correction of faulty conditions; appropriate emergency operations and repairs.
- Plans and implements public outreach and education programs to support water conservation, including education on water conservation methods and programs. This may include public meetings, promotional mailings, press releases, and/or use of digital online resources.
- Plans and implements programs for the monitoring and enforcement of the City's water usage regulations. Reviews existing water usage regulations and enforcement programs and makes recommendations for improvement of regulations and/or program compliance.
- Manages the assignments and productivity of the unit's personnel, including performing annual reviews and other supervisory tasks. Reviews and evaluates work methods and procedures for improving the unit's performance and ensuring goals are achieved. Develops performance improvement plans when needed to achieve satisfactory personnel performance. Coaches and counsels subordinate employees on performance and workplace behaviors.
- Stays current on technologies and regulations relative to the unit's functions; researches potential opportunities and changes to effectively and efficiently achieve the goals of the unit.
- Maintains relevant data and information for the unit and provides written reports as needed, including but not limited to, City Council reports, periodic status reports, regulatory mandated informational reports, and surveys. Routinely prepares necessary reports, logs, memoranda, correspondence and other data to communicate unit information.
- Reviews and analyzes data reports from the water meter system. Determines likely cause of identified issues and implements a plan of action to address the situation or issue.

- Oversees and/or administers capital projects and contracts for the installation and maintenance of water meters and data collection and reporting systems.
- Establishes positive working relationships and works collaboratively with other units, divisions, departments, local/State/Federal government entities, community partners and the public to carry out the overall service delivery mission of the City.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting and turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine manipulation using a computer key board. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. The need to lift, drag and push files, water meters or other materials weighing up to 25 pounds also is required. The position also requires verbal communication with staff and the public.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Water Meter & Conservation Supervisor**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of increasingly responsible experience in the performance of related work that includes supervision and performance of plumbing or mechanical system analysis to identify and troubleshoot problems, data analytics, and customer service, and a high school diploma or equivalent.

License/Certificate:

The position requires at a minimum, possession of or the ability to obtain, and the maintenance of a valid class C California driver's license. Certification as a Grade One Water Distribution Operator is desirable, but is not required.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Principles and practices of water metering functions and billing data collection processes; technical analysis and diagnostics of plumbing and mechanical systems; principles and practices in the development and implementation of administrative policies and procedures; techniques of supervision, training and motivation; basic data collection, standard data report generation and data analysis; public relations and outreach techniques and procedures; modern office equipment including a computer and applicable word processing, database,

spreadsheet and communications software; effective communication techniques, both orally and in writing.

Ability to:

Plan, assign, supervise and participate in the work of the units staff; analyze administrative, operational, and organizational problems, evaluate alternatives and reach sound conclusions; make adjustments to operating procedures as necessary to improve organizational effectiveness; read, interpret, apply and explain a variety of rules, policies and procedures at both technical and non-technical levels; supervise, train and motivate assigned staff; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with fellow employees and the public; adapt to evolving and changing technologies, regulations, and management goals; physically open meter boxes and perform manual labor on water meters.

Skill to:

Operate standard office equipment including a computer and variety of word processing, spreadsheet and other software applications used for the collection and analysis of data, and software for disseminating information to public including the use of social media; organize and analyze data to determine programs and equipment functionality; read, interpret and manipulate data into easily understood reports or other disseminated information types; troubleshoot malfunctioning meters and data collection equipment; communicate effectively with the public, management, staff, and peers.

Adopted 11-18-2015