

JOB DESCRIPTION



UTILITY SERVICES TEAM LEADER

DEFINITION

Under general supervision of the Finance Director, lead utility services team in performing reads, recordings and reporting of electric and water meter readings as well as performing utility hook-ups and disconnects for the Utility Billing and Collection Department. Establish and coordinate weekly meter reading work schedule in-line with utility billing schedules; and perform related duties as assigned.

EXAMPLES OF DUTIES:

These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The examples of work performed are neither restricted to nor all encompassing of the duties to be performed under this job title. **(E) Essential Duty; (M) Major Portion of Time**

- Lead all phases of utility services functions, including meter reads, recordings and reporting of electric and water usage as well as overseeing utility hook-ups and disconnects as necessary. (E,M)
- Serve as lead worker for utility services team, including: training in related job responsibilities; assigning and directing work; making recommendations in performance appraisals; and handling operational issues at the team level. (E)
- Coordinate the work activities of utility services full and part-time staff, schedule vacations and work hours and process payroll timesheets by tracking and/or verifying hours worked. (E)
- Manage and complete all scheduled electric and water service orders created by the billing department on a daily basis, which includes connects, disconnects, rereads, read and transfers, customer contacts, problem meters, etc. (E,M)
- Perform electric disconnects on non-payment accounts with the ability to handle angry/upset customers in a professional manner, offering avenues of help when applicable. (E)
- Install electric meters for new residential application sets. Assist Electric Technician when necessary with new commercial application sets. (E)
- Deliver delinquent utility notifications (48 & 24 hour) to residential and commercial customers. (E)
- Oversee the daily "upload/download" computer function of meter routes and data. (E)
- Read and record accurate data from electric and water meters using handheld equipment or service orders. (E,M)
- Maintain records and schedule routine maintenance and repairs for Meter Reading Handheld Devices. (E)
- Maintain Route Keys for Metering Department, to include keeping spreadsheet and binder updated, key notes on accounts current, managing secure key storage and sign out sheet, and assigning/stamping identifying marks on new keys. (E)
- Investigate and answer customer complaints as necessary. (E)
- Maintain "Address Change Log" for Metering Department. New and/or changed addresses will be forwarded from the Planning Department.
- Contact customers either in person, in writing or by phone, relative to meter location or access problems. (E)
- Identify, report and coordinate any necessary repairs or replacement of malfunctioning electric and water meters with the appropriate department. (E)
- Check and re-arrange reading sequence/routes for meter locations to improve reading efficiency and assign stop numbers to all new accounts for billing department. (E)
- Clean water meters and water meter boxes. (E)
- Update and maintain the "Check Sidewalk/Hazards" and "AMR" spreadsheets, forwarding information quarterly to appropriate personnel.
- Coordinate a Safety Training Program for the Metering Department with an outside certified company to comply with OSHA and City safety training requirements. Conduct staff meetings with Meter Readers on a regular basis. (E)
- Provide input for departmental budget process.

- Monitor and approve Metering Department purchase orders and invoices.
- Operate a City vehicle in daily performance of duties. (E)
- Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Customer relations techniques.
- Computer operations.
- Safe driving and work practices.
- City Utility Ordinances and Resolutions.
- State of California Public Utility Code.
- Methods, materials, and tools used in the maintenance and replacement of electric and water meters.
- OSHA Safety regulations.

Ability to:

- Effectively motivate and lead work group in municipal setting.
- Train and assist in performance evaluation of assigned staff. (E)
- Handle difficult and stressful public contacts in an appropriate and professional manner. (E)
- Maintain harmonious and cooperative working relationships with other City employees and the public. (E)
- Work well under pressure, be punctual and have regular attendance to meet established deadlines. (E)
- Hear and see at a level sufficient to read gauges and dials and accurately record data. (E)
- Work in weather conditions of extreme heat and cold and tolerate dust, pollen, wind and rain. (E)
- Perform manual labor and walk long distances on a recurring basis. (E)
- Perform duties in environments where animals may be present. (E)
- Ability to maintain good physical condition and lift 40 pounds. (E)
- Organize and maintain accurate records. (E)
- Use a personal computer for performing data entry and record keeping. (E)
- Calculate and record figures accurately and rapidly.
- Understand and carry out written and oral directions. (E)
- Communicate by radio to other field or office employees. (E)

Experience:

- Minimum of two to three years utility meter reading and a minimum of 2 years in the maintenance and installation of electric and/or water meters for an electric or water utility.
- One year of experience in a leadership role in a work setting.
- Basic experience in computer skills.

Education:

Any education combination equivalent to graduation from High School.

Necessary Special Requirement:

Possession of a valid California Class C Driver License verified by current DMV records obtained prior to appointment to position.