

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 meters 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)
- 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
- 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.
- Serve as lead worker on all “turn ons” and “disconnects” of water and electric meters from customer requests or from non-payment of utility bills (E,M)
- Deliver delinquent utility notifications to customers. (E)
- Establish and coordinate weekly meter-reading schedules to coincide with utility billing schedules. (E)
- Perform daily “upload/download” computer function of meter routes and data using Enterprise 5000 computer software. (E,M)
- Read and record accurate data from electric and water meters as necessary using hand-help equipment. (E,M)
- Investigate and answer customer complaints as necessary. (E,M)
- Perform data entry in utility billing system to close out service orders. (E)
- Provide back-up support to Customer Service Representatives on an “as needed” basis. (E)
- Contact customers either in person, in writing or by phone, relative to meter location or access problems. (E)
- Identify and report any condition or malfunction of water and electric meters that would require repair. (E)
- Coordinate 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. (E)
- Clean water meters and water meter boxes. (E)
- 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.

Ability to:

- Effectively motivate and lead work group in municipal setting.
- Train and evaluate assigned staff
- 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 combination equivalent to graduation from High School.

Necessary Special Requirement:

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

S:\Human Resources\Human Resources\COU JOB DES Files\FINANCE\UtilSvcTeamLead_JobDes.doc