

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

CLASS TITLE: Field Services Supervisor

DEPARTMENT: Field Services	ACCOUNTABLE TO: Customer Service Manager	FLSA STATUS: Non-Exempt
SALARY RANGE:	25	
<p>CLASS SUMMARY: The Field Service Supervisor is responsible for supervising and coordinating activities related to the Meter Shop, Field Service Technicians, and Padre Dam’s water control programs by planning, organizing, participating, and supervising meter reading and Field Services personnel, including completion of performance evaluations. Duties include: supervising staff; providing oversight to both the upper and lower levels of the AMI electronic meter reading system including all software, meters, radios, registers, cabling, gateways, and repeaters; establishing department standards; determining priorities; preparing monthly reports; scheduling routes; performing courtesy turn-ons and shut-offs; scheduling new meter installations and meter upgrades and setting new meters including construction meters; meeting and working with customers to troubleshoot and resolve problems and complaints including high and low pressure problems; answering emergency service calls; attending meetings; purchasing meters, meter parts and related electronic equipment and supplies; writing specifications for meter related equipment and contracted work; coordinating the meter maintenance program; and preparing the annual shop budget; doing data entry including new meters, new meter sets and upgrades and generating work orders for meter sets and damages.</p>		
<p>DISTINGUISHING CHARACTERISTICS: The Field Service supervisor is the third level of a three level meter series. The Field Service supervisor is distinguished from the Field Service Technicians in that the supervisor has full supervisory authority over assigned Field Service Technicians.</p>		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
1.	Directly supervises the Field Service Technicians, by planning, organizing, selecting assignments, evaluating performance, creating schedules, approving time off including sick leave, and ensuring training.
2.	Performs customer service duties by performing courtesy turn-ons and shut-offs, performing re-reads, checking and analyzing high and low pressure problems and resolving customer complaints.
3.	Maintains meter history information on the computer and updates when necessary.
4.	Coordinates setting of new meters, construction meters, including the gathering of relevant information.
5.	Rebuilds and coordinates with an independent test lab to test water meters of all sizes for accuracy.
6.	Maintains, installs, tests, and repairs construction meters and attached backflow assembly.
7.	Prepares monthly reports on meter department activities and occurrences.
8.	Purchases meters, radios, and other electronic equipment and all related materials and supplies used in maintaining and repairing water meters and AMI infrastructure.
9.	Coordinates the Meter Maintenance Program for domestic and wholesale metering systems which includes scheduling, allocating supplies and participating in meter repair work and the upgrading of existing meters.
10.	Writes specifications for meter related equipment and contracted work.

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
11.	Prepares the budget for the meter shop and water control programs and tracks expenditures.
12.	Generates computerized reports to discover problems and then find solutions to the identified issues.
13.	Acts in a back-up capacity for Field Service Technicians, performing their duties on an as-needed basis.
14.	Performs other duties of a similar nature or level.

Knowledge (position requirements at entry):

- Supervisory principles and practices;
- Map reading;
- Meter reading and entering data on a mobile device. .
- Different types of meters and meter repair techniques;
- General purchasing practices;
- Basics of water distribution systems;
- Methods and practices of record keeping; and
- Appropriate safety practices and regulations.

Skills (position requirements at entry):

- Monitoring and evaluating staff;
- Scheduling work;
- Setting priorities;
- Resolving customer problems;
- Understanding fundamental principles of AMI
- Reading meters;
- Operating hand tools;
- Using computers and related software applications;
- Reading and comprehension of District maps and ARC maps. ;
- Repairing meters;
- Reading, understanding and writing vendor specifications;
- Purchasing meters and related equipment;
- Ability to operate and understand meter testing equipment; and
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction
- Beginning/Intermediate computer skills in Microsoft Office Word and Excel.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and three years' experience in meter reading, meter repair, installation, and two years purchasing experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (position requirements at entry):

- Valid California Driver's License
- California Department of Health Services Grade D-2 certification
- California Department of Health Services Grade 1 Water Treatment within 18 months of filling position
- Zenner USA AMI Certification

Physical Requirements:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, walking, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, electrical currents, odors, dusts, fumes, poor ventilation, chemicals, infectious substances, inadequate lighting, workspace restrictions and travel.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Classification History:

Date: 4/98; 1/02; 4/03; 1/05; 2/12, 01/17, 04/19