



Town of Oro Valley Classification Description

Title: **METER OPERATIONS SUPERVISOR**

Department: Water Utility

Job Code: 3546

Salary Grade: 112

FLSA Status: Non-Exempt

POSITION SUMMARY:

Under general supervision of the Water Production & Meter operations Superintendent this position leads, performs, monitors and assists in the maintenance, repair and installation of the water metering systems, water meter inventory and related purchasing. Supervises the daily activities of assigned meter operations personnel. Responsible for implementation and maintenance of automated metering programs and leak detection.

ESSENTIAL JOB FUNCTIONS:

- A. Provide leadership, management, and job assistance to meter operations personnel.
- B. Plan, assign and supervise the daily activities of meter operations personnel.
- C. Responsible for planning, coordinating and supervising meter related programs including Automated Meter Reading (AMR), Advanced Metering Infrastructure (AMI), meter testing and meter repair.
- D. Assist with project management during AMI / AMR implementation.
- E. Coordinate with customer service and business activities related to AMI and billing software.
- F. Perform electronic transfer of data to/from meter reading equipment.
- G. Plan, coordinate and supervise the design of meter reading routes and assignments.
- H. Prepare and maintains records of activities, including database systems.
- I. Respond to complex customer inquiries/problems.
- J. Perform the review and evaluation of assigned staff.
- K. Assist with the development and preparation the meter operations budget.
- L. Responsible for equipment, material and supply purchasing utilizing Town standard operation procedures.
- M. Provide after-hours support and training to assigned staff.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable Town, state and federal statutes, ordinances, codes, rules and regulations governing the water utility.
- Skill in interpreting and applying relevant Town, state and federal statutes, ordinances, codes, rules and regulations governing water utility.
- Knowledge of supervisory principles.
- Knowledge of automated water metering equipment and software, water metering system maintenance, repair and installation methods, material and equipment.
- Skill in the use of customer service methods and techniques.
- Skill in resolving complex customer inquiries and/or problems.
- Skill in creating and maintaining accurate and applicable reports and records.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

- A high school diploma or equivalent.
- Any combination of education and experience that is relevant to the job.
- Good computer skills and proficiency working with software such as MS Excel, MS Word.
- Three (3) years of experience working in a public utility; with at least two years of Water Distribution operational experience.
- Must possess at the time of application and maintain a Grade III Water Distribution certificate issued by the Arizona Department of Environmental Quality and a valid Arizona driver license.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in indoor and outdoor environments.
- Position is subject to after-hours call out 24/7.