SOUTH COAST WATER DISTRICT

CUSTOMER SERVICE FIELD SUPERVISOR

DEFINITION

Under general direction, plans, organizes, supervises and reviews varied water meter installation, maintenance, repair, and reading activities; provides work direction and review to maintenance staff and personally performs the most complex technical and skilled work in the installation, repair and maintenance of the District’s water meter boxes and related equipment; makes field service calls to customers to perform a variety of service and collection tasks; provides responsible and complex administrative and operational assistance to the Customer Service Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Customer Service Manager. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the customer service field representative series that is responsible for ensuring that the day-to-day installation, maintenance, repair, and reading of varied water meters and related equipment meet accepted quality and operational standards. Responsibilities include providing work training, direction and review to staff, in addition to providing the full range of maintenance duties. Incumbents are highly competent in the maintenance and reading of varied water meters, and perform the most complex and unusual troubleshooting and repair activities. This class is distinguished from Customer Service Manager in that the latter has the overall management responsibility for all customer service, billing, and field service functions for the District and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Supervises day-to-day operations of the customer service field personnel, including providing direction, overseeing staff duties in various areas, providing training, motivation, and evaluation for staff, assigning and scheduling tasks, analyzing and making recommendations regarding procedures, and policies.
- Participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
- Participates in the development of standardized procedures and methods to improve the efficiency and effectiveness of the District’s meter reading, maintenance and repair; continuously monitors and evaluates the service delivery methods and procedures and identifies opportunities for improvement; recommends improvements to the Customer Service Manager and implements new procedures and methods.
- Plans, directs, coordinates, and reviews the work plan for the installation and maintenance of the District’s positive displacement, turbine, compound, fire hydrant and reclaim meters; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies.
- Ensures the adequate inventory of meters, meter repair parts, tools and supplies; orders supplies and tools as necessary; prepares documents for equipment procurement.
- Reads water meters in varied terrains and in all weather conditions; records figures using the Automated Meter Reader (AMR) for billing purposes.
- Activates, programs and troubleshoots AMR devices; assigns route and sequence numbers; maintains a file
Classification: Customer Service Field Supervisor

Description:

on new tracts.

- Performs complex and difficult work in the inspection, maintenance, and repair of valves, meters, water distribution pipelines and related appurtenances.
- Maintains files on new tracts; processes new customer meter installations; assigns route, sequence numbers and new account numbers.
- Performs customer service duties by investigating water use issues; assists customers in resolving the most complex water volume and pressure problems.
- Submits work orders to Operations Department for the repair of service leaks.
- Provides customers with specialized information about their water service (e.g., when consumption is unusually high, when an obstruction prevents reading of meter, and/or when service shut-offs may be required for maintenance purposes).
- Reads and interprets maps and diagrams in the performance of the work.
- Performs valve maintenance and leak detection with the use of electronic devices.
- Answers customer inquiries and refer customers to the proper District personnel if additional information is requested.
- May assist other maintenance crews in emergency or relief situations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Knowledge of methods and procedures for installing, testing, maintaining and repairing water meters.
- Utility meter reading processes and procedures.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Maintenance principles, practices, tools and materials for maintaining and repairing water distribution systems, storm and sanitary wastewater collection systems, and other related facilities and equipment.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Basic traffic control procedures and traffic sign regulations.
- Shop arithmetic.
- Safety equipment and practices related to the work.
- Safe driving rules and practices.
- Basic computer software related to work, including computer devices for meter reading purposes.
- English usage, spelling, vocabulary, grammar and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Analyze, interpret, apply, and enforce Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research, and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex operations duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

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Classification
Customer Service
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Field Supervisor

- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four (4) years of increasingly responsible experience in the maintenance or repair of underground utilities and/or water meters, or a related mechanical maintenance field, including one (1) year of lead-level or supervisory experience.

Training:

Equivalent to the completion of the twelfth (12th) grade.

License or Certificate:

- Valid California class C driver’s license with satisfactory driving record.
- Possession of and ability to maintain a valid Grade III Water Distribution Operator certificate issued by the California Department of Health Services (DHS).

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

*The specific statements shown in each section of this classification description are not intended to be all-
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inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.