**JOB DESCRIPTION**

Coachella Valley Water District          Date: July 2010

**TITLE:** Crew Chief          **SECTION:** Meter Readers

**DEPARTMENT:** Service          **SRN:** S-13

**REPORTING RELATIONSHIP:**

Reports to: Meter Reader Manager

**Supervises any combination of the following positions:** Meter Reader Trainee, Meter Reader I, Meter Reader II, Meter Reader III, and Field Representative.

**DEFINITION:** Under direction, to plan, organize, coordinate and supervise the work of Meter Readers and Field Representative; to receive and resolve the most difficult complaints and questions concerning the delivery of services; to oversee the proper field collection of fees and charges; evaluate employees; establish, review and evaluate field operation and schedules recommending changes of method, personnel and schedules when necessary; to create and modify existing meter reader routes; to do related duties as required.

**ESSENTIAL FUNCTIONS:**

1. Plans, schedules and assigns work to meter readers.

2. Reviews recorded time logs of meter reader readings. Evaluates routes and makes changes when necessary.

3. Evaluates employee work performance. Coaches, counsels and takes disciplinary action when necessary.

4. Trains new employees.

5. Discusses work problems with assigned staff and resolves difficulties.

6. Handles a variety of field problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads and improper billings.

7. Coordinates problems concerning meter location, type of installation and size of meter with engineering, water management and operations personnel.

8. Meets with customers to resolve complaints.


10. Performs a variety of work related to meter reading and supervision.
MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

AND

Possession of a Grade D2 Water Distribution Operators Certificate issued by the State of California Department of Health Services.

Education and Experience: High School Diploma or equivalent is required. Any combination of training and experience which would likely provide the required knowledge and abilities or five years as a meter reader III or field representative is preferred. College coursework in supervision, management or engineering is desirable.

Knowledge:
- Supervisory skills including knowledge of District rules and regulations.
- Principles of water hydraulics.
- Principles and practices of water distribution system operation.
- Repair, maintenance and adjusting procedures of water control devices.
- Safe operation of hand tools and equipment.
- Safe working practices.
- Customer service techniques.

Abilities:
- Motivate and train crew members to perform.
- Work with a variety of hand tools and equipment.
- Adhere to District safety practices and procedures.
- Prepare and maintain accurate records and reports.
- Work cooperatively with others.
- Deal tactfully and courteously with public using professional customer service skills.
- Read and comprehend directions, maps, and plat books.
- Work independently and make decisions using sound judgment.
- Communicate effectively both verbally and in writing.
PHYSICAL REQUIREMENTS:

1. Will work weekends, evenings, holidays, overtime and standby when required.

2. Will work in extreme weather conditions including heat and rain. Also will work in areas containing chemicals, dust, fumes, and vapors.

3. Performs pick and shovel work when required.

4. Drives District vehicles to job sites and uses a two-way radio to communicate. Driving: Heavy.

5. Brings equipment and materials to job sites including over rough terrain.

See Human Resources for physical assessment form.