**JOB DESCRIPTION**

**TITLE:** METER READER MANAGER  
**SECTION:** METER READERS

**DEPARTMENT:** SERVICE  
**SRN:** S - 19

**REPORTING RELATIONSHIP:**

Reports to:  
Director of Service

Supervises the following positions:  
Meter Reader Trainee,  
Meter Reader I, Meter Reader II, Meter Reader III,  
Field Representative, Crew Chief.

**DEFINITION:** Under direction, to plan, organize, coordinate and supervise the work of Meter Readers Field Representative and Crew Chief; 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. Maintain reliable operation of the AMR drive-by system

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

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

5. Trains new employees.

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

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

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

9. Meets with customers to resolve complaints.

11. Performs a variety of work related to meter reading and supervision.

**MINIMUM QUALIFICATIONS:**

License or Certificates: Within 24 months of position appointment, must obtain a Water Distribution Operator Certificate, Grade 3 issued by the State Department of Health. Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Experience: Five years of increasingly responsible experience in a water service agency or public utility including evaluating and supervising employees; reading and route managing; handling customer service problems; working with the public; and training new employees.

Skills/Abilities:
- Plan, organize, coordinate, and supervise a staff of employees involved in meter reading and calibration or the receiving and processing of work orders and installation requests.
- Supervise, train, develop and evaluate meter readers.
- Coordinate water service and meter reading activities with other functions and sections of the District.
- Analyze and resolve customer complaints.
- Insure the proper maintenance and preparation of records and reports.
- Tactfully and courteously deal with the public.
- Work cooperatively with others.

Knowledge of:
- Principles of supervision and training.
- Water delivery and distribution systems.
- Principles, methods, tools, and equipment used in reading, testing and calibrating water meters.
- Customer service operations and the handling of complaints.
- Geography of the District and the location of meters and facilities.
- Legal property descriptions.
- Laws, rules and regulations affecting the establishment of installation fees and changes.
- Safe work practices.
 PHYSICAL REQUIREMENTS:

1. Drives District vehicle to job sites. Uses a two-way radio for communication.

2. Works alone in extreme weather conditions including heat and rain. May work in areas containing chemicals, dust, exhaust, fumes, insect snakes, and dogs.

3. May dig with shovel.

See Human Resources for physical assessment form.