

METER SERVICES SUPERVISOR

PURPOSE AND NATURE OF WORK

Position is responsible for the daily supervision of electric and water meter-reading operations and water meter programming, assembly, installations, replacements, and repairs. Performs analysis of assignments of jobs and other data to evaluate efficiency of incumbents in Meter Services. Oversees the management of the water meter inventory and warehouse and manages capital budget for that inventory. Monitors and analyzes data generated through the smart meters, taking action as needed. Keeps accurate records of new electric and water service, disconnecting services and investigating illicit utility service consumption. Incumbent works under the direction of the Customer and Meter Services Administrator and has supervisory responsibilities for meter readers, a labor foreman, water meter technicians, and clerical workers.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Assigns work to meter readers; ensures porta-processors are loaded and unloaded daily; keeps records of difficult-to-read, misread and unread meters; updates and maintains extensive records of meter locations and characteristics. Establishes, reviews and revises meter reading routes in accordance with changing workloads. Submits readings for processing bills and records.

Assigns new accounts for solid waste pickup by a contracted service, for wastewater collection, and for new electric and/or water meter customers. Assigns rate codes to customers. Acts as liaison with other divisions during customer acquisition, and with other City-Parish departments. Oversees, schedules and coordinates, with the Customer Services division, difficult customer contacts and technical work of connecting new water and electric services, meter reading, final billing and disconnection of services, and investigation of illicit utility service consumption. Works with customers/managers to resolve problems related to connection, disconnection, or unbilled consumption.

Supervises employees and operations involving water meter programming, assembly, installations, replacements, and repairs. Uses a maintenance/work management software to assign, manage, and analyze work flow. Supervises warehouse/inventory, extended warranty processes, and oversees related capital budget. Resolves escalated customer service issues related to water meters.

Monitors and analyzes data generated by smart meters and works to resolve issues, working with various LUS personnel as needed. Monitors overtime usage, response time, and other employee performance measures to makes adjustments as necessary to improve efficiency and deliver better customer service. Ensures vehicle inspection and proper preventative maintenance.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS (Depending on area of assignment)

Thorough knowledge of reading electric and water meters used by the Lafayette Utilities System.

Thorough knowledge of the operation and maintenance of the electronic data recording system.

Thorough knowledge of the methods and materials used for meter reading route design.

Thorough knowledge of operations related to water meters, including inventory management, programming, assembly, installations of small meters, replacements, and repairs.

Thorough knowledge of work management software used to assign and monitor jobs for water meter operations.

Knowledge of budgeting processes related to operations as well as capital budgets.

Ability to analyze data and produce results involving resolution of identified issues.

Thorough knowledge of the accounts receivable and billing processes, and utility rate structure used by Lafayette Utilities System.

Ability to record data, maintain records/files and calculate utility consumption and/or bills without error.

Ability to establish and maintain effective working relationships with officials, consumers and employees.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school supplemented by coursework in business-related area and considerable experience in water and electric meter reading, service installation and billing, and water meter operations; or an equivalent combination of education and experience.