

## **SUPERINTENDENT OF WATER METERING**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent performs supervisory work involving the coordination and direction of units responsible for the reading, repair and installation of water meters to insure that these activities are performed properly and on a timely basis. Work also involves responsibility for resolving any problems or complaints occurring during the water metering process. The work is performed under the general supervision of the Deputy Water Commissioner with leeway allowed for the use of independent judgment in planning and carrying out the details of the work. Supervision is exercised over the work of all employees involved in water meter reading, repair and installation.

### **EXAMPLES OF WORK:** (Illustrative only)

- Coordinates and directs the operations of units responsible for water meter reading, repair and installation;
- Monitors meter repair, installation and reading activities by supervising unit leaders thus insuring that these activities are performed properly and on a timely basis;
- Receives complaints and problems pertaining to water metering operations, investigates them and takes appropriate action; this action involves contact with the public, either in person, by letter, or by telephone;
- Evaluates the activities of units involved in the water metering operation and then plans activities accordingly to maintain an effective system of meter reading, installation or repair and/or modifies the existing system in order to increase unit efficiency and effectiveness;
- Develops and maintains employee performance standards to determine job efficiency and effectiveness;
- Enters and retrieves information in an automated information system;
- Prepares various reports pertaining to the water reading, repair and installation, as required;
- Performs related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of the principles of supervision and delegation of authority;
- Good knowledge of personal computers and office equipment;
- Good knowledge of modern office terminology, practices and procedures;
- Working knowledge of the processes and procedures involved in water meter reading, repair and installation;
- Ability to establish work standards and to evaluate work in connection with these standards;
- Ability to plan, assign and supervise the work of employees;

- Ability to establish and maintain effective working relations with employees and the general public;
- Ability to operate a personal computer and utilize common office software programs including word processing and databases;
- Ability to prepare accurate and concise written and oral reports;
- Sound judgment;
- Tact;
- Resourcefulness;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college with an Associate's Degree and two (2) years of satisfactory full-time, paid supervisory or administrative experience preferably in water metering operations, or a skilled trade; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years full-time paid experience as described in (A); **OR**
- C. Any equivalent combination of training and experience as described above.