

10/03

## **CUSTOMER FIELD SERVICE SUPERVISOR**

Job Description

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**EXHIBIT A**

### **CUSTOMER FIELD SERVICE SUPERVISOR**

#### **DEFINITION**

To plan, organize, supervise and actively participate in the work of crews involved in the water meter reading activities, water meter maintenance needs, trouble-shooting, customer field service activities, and the maintenance of the office building.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Water System Superintendent. Exercises direct supervision over Meter Readers and Utility Technicians.

#### **EXAMPLES OF DUTIES**

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

Plan, prioritize, assign, supervise, review, and actively participate in the work of staff involved in meter reading and maintenance activities, trouble-shooting, customer field service activities, locating water lines, and maintenance of office building.

Provide supervision and support to water Meter Technicians and Utility Technicians, assign routes and special duties; monitor work to ensure duties are carried out in an efficient, timely, appropriate manner according to DWP policies and procedures.

Provide coaching and promote teamwork with staff to continually increase the effectiveness and productivity of the Division

Evaluate operations and activities of assigned responsibilities, recommend improvements and modifications, and prepare various reports on operations and activities.

Participate in the selection of staff, provide or coordinate staff training; provide clear directions and relevant feedback regarding procedures, work assignments, and productivity to staff; correct deficiencies and implement discipline procedures.

Support is provided to the office staff to assure customer needs are met.

Prepare correspondence and provide information to the public; investigate problems and recommend/implement corrective action as necessary to assure customer service issues are resolved

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Respond to requests and inquiries from customers of the water utility and from the general public.

Maintain office building including minor maintenance, repairs, and/or projects.

Coordinate work with other divisions, contractors, and staff, to ensure clear and cooperative communications.

Maintain inventory of parts, tools, materials and equipment; issue parts, tools and materials to employees.

May test, disassemble, clean and repair commercial and residential water meters.

Maintain and update written procedures and records related to Customer Field Service.

Perform in the full range of operations, maintenance, repair, and construction duties, including performing the most difficult duties assigned to the work unit.

Utilize proper safety precautions related to all work performed.

Perform other related duties as assigned by the Water Superintendent to increase the effectiveness and productivity of the Department.

### **QUALIFICATIONS**

#### **Knowledge of:**

Methods, techniques and tools, and the operational characteristics of mechanical equipment used in the construction and maintenance of utility facilities, and the repair and installation of water meters.

A variety of meters and meter equipment and their respective functions.

Principles of personnel supervision and training.

Safe work practices.

#### **Ability To:**

Perform semi-skilled maintenance, operational, construction and repair work in the area of work assigned.

Operate a variety of vehicular and stationary mechanical equipment in a safe and effective manner in routine situations.

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Work independently in the absence of supervision.

Use and operate hand tools, mechanical equipment and power tools and equipment required for the work in a safe and efficient manner.

Read and interpret basic maps and blueprints, and prepare plans for minor projects.

Operate a computer, maintain records, and create reports.

Supervise and train assigned staff.

Deal tactfully with the public and fellow employees, and communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative 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 would be as follows:

#### **Experience:**

Three years of increasingly responsible experience in Water System operations and meter operation, maintenance, installation, and repair experience.

#### **Training:**

Equivalent to the completion of twelfth grade supplemented by specialized training in construction technology, water operations or a related field.

Training or education that ensures the ability to read and write at a level necessary for successful job performance.

### **License or Certificate:**

Possession of or ability to obtain a valid California driver's license.

Possession of or ability to obtain a Grade II Distribution Certificate issued by the State of California within one year.