

OWATONNA PUBLIC UTILITIES POSITION GUIDE

Approved Date: December 5, 2018

Position Title: Supervisor, Meter Services

Department: Finance & Administration
Section: Customer Care

FLSA Status: Exempt

Organizational Relationship:

Reports to: Chief Financial Officer

Supervises: Meter Serviceworkers

Position Summary:

This position is responsible for the overall direction and supervision of Meter Shop and the Meter Services staff. This person supervises Meter Serviceworkers on maintenance, reading, and installation of electric, water, and gas meters and regulators. This position is responsible for maintaining various meter reading software to provide accurate readings for billing. This person represents the Meter Services Department on company-wide initiatives.

Essential Duties and Responsibilities:

Supervises and schedules activities of the Meter Serviceworkers. Schedules new construction, the installation and maintenance of electric, water, and natural gas meters, AMI devices and supporting equipment.

Clarifies expectations of work performance of the staff.

Provides or conveys needed training for the Meter Serviceworkers

Develops and manages the operations, capital and personnel budgets for the Meter Services.

Develops and implements Meter Services work procedures.

Maintains meter-reading software and works with vendors to resolve problems.

Thorough knowledge of all safety rules and regulations on installation and maintenance of electric, water, and gas meters.

Makes decisions promptly and with necessary information in the event of a service interruption.

Consults with other departments to coordinate activities and obtains support from Engineering department when needed.

Completes various reports and documents on work activities, meter test results, meter inventory, work orders, expense tickets, ordering meters, ordering repair parts and conducts employee performance appraisals.

Represents the Meter Services department on projects and other initiatives within the organization.

Performs other duties as assigned by supervisor.

Competencies:

Project Management – Develops project plans. Coordinates projects. Communicates changes and progress. Manages project team activities.

Customer Service – Manages difficult or emotional customer situations.

Leadership – Inspires respect and trust. Provides vision and inspiration to peers and subordinates. Displays passion and optimism.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement. Takes responsibility for subordinates' activities. Provides regular performance feedback. Solicits and applies customer feedback (internal and external). Improves processes, products, and services.

Planning/Organizing – Sets goals and objectives. Organizes or schedules other people and their tasks.

Professionalism – Reacts well under pressure. Accepts responsibility for own actions. Follows through on commitments.

Results – Motivated by personal example of hard work, dedicated to results. Anticipates, diagnoses, works through roadblocks. Tries new things to reach challenging expectations and persists until personal and team results are achieved and commitments

are met. Adapts to varying work situations and is flexible in their approach to resolving challenges. Continually seeks to improve work results and methods.

Safety – Demonstrates a commitment to safety by following safety rules and guidelines. Meets requirements of 100% participation in safety training.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education: 2 year Associates degree in Business Management, Electronics or other related field.

Experience: Five (5) years' experience working at a utility (electric, water, and/or natural gas) is required. Supervisory experience is preferred.

Language Skills: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Computer Skills: High working knowledge of Microsoft Office products (i.e. Word, Excel) and data bases is required.

Tools and Equipment used: Computer, calculator, phone, fax and copy machines, printers, two-way radio.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the environment is usually moderately quiet and the work is indoors.

See Physical Job Analysis form for details.

Position Essential Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit and/or stand more than 2/3 of the work day.

See Physical Job Analysis form for details.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Owatonna Public Utilities and the requirements of the job change.