

City of Milwaukee
Dept. of Employee Relations
Room 706, City Hall



TRANSFER/PROMOTIONAL OPPORTUNITY

METER READER SUPERVISOR

(Department of Public Works – Water Works – Meter Services)

THE PURPOSE: The Meter Reader Supervisor is responsible for the meter reading and investigations of the approximately 162,000 accounts of the Milwaukee Water Works. The person in this position supervises the Commercial Meter Reader and Water Meter Investigator work groups and oversees the routing of accounts, the follow-up of investigation results, and the coordination of data with the water works billing operations.

ESSENTIAL FUNCTIONS:

- Supervises the Meter Reading Unit of the Milwaukee Water Works, including coordinating the schedules and workload of investigators, meter readers, support persons, and customer service representatives. Assists the Meter Repair Supervisor in supervising the Meter Repair group as needed.
- Schedules staff, monitors productivity, enforces work and safety rules, and ensures efficiency of operations to provide timely information to the Water Works billing unit.
- Coordinates and monitors the operation of the computerized meter reading system. Manages the replacement cycle of meters and remote reading equipment.
- Manages the hydrant permits system by reviewing issued permits for temporary hydrant, issuing placards, conducting field verification of proper use, and enforcing Milwaukee Water Works policy.
- Investigates cases involving extraordinary water usage.
- Handles escalated customer complaints.
- Coordinates the Meter and Services Confined Space Safe Entry Program. Monitors permits and equipment for strict compliance. Chairs the Meter and Services Safety Committee, and coordinates activities and training with the DPW Safety Specialist.
- Manages a comprehensive employee training program, including safety training, plumbing techniques, job methods, and procedures; maintains detailed records of training activities.
- Prepares statistical reports of the Unit's activities.
- Researches new technology and equipment; routinely assesses operational demands and procedures to improve efficiency.
- Performs other duties as assigned.

CONDITIONS OF EMPLOYMENT:

- Must be willing to serve as on-call supervisor for emergency calls during non-business hours
- Must be willing and able to drive a passenger vehicle throughout the Milwaukee Water Works service area.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's degree in Business Administration, Engineering, or a related field from an accredited college or university.
2. Two years of public works field experience that included the coordination of people and resources, safety enforcement, computerized record-keeping, and substantial public contact -OR- two years of experience in meter reading or investigation -OR- other experience performing duties closely related to this position.

NOTE: Equivalent combinations of education and experience may be considered.

3. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee within the Department of Public Works.
4. Valid Wisconsin Driver's license at time of appointment and throughout employment.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Analytical and problem-solving skills.
- Skill in planning, scheduling, and forecasting.
- Skill in working with budgets.
- Excellent oral and written communication skills.
- Good interpersonal skills; ability to interact with the public tactfully and respectfully.
- Leadership ability.

Meter Reader Supervisor (DPW-Water, Meter Services), page 2

- Ability to supervise and train employees, including the ability to direct and coordinate their work as well as offer feedback.
- Knowledge of computerized record-keeping systems and word processing, spreadsheet, and database software.
- Ability to work independently.
- Ability to transfer objects weighing up to 50 pounds.
- Basic knowledge of plumbing and hydraulics (desirable).

THE SALARY RANGE (005) IS: \$47,109- \$65,956 annually.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

APPLICATION PROCESS:

1. You may obtain applications and further information in person or by mail from the City of Milwaukee, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, by visiting our web site www.milwaukee.gov/jobs, or by calling 414-286-3751.
2. Complete the required application, and return it to the attention of **Earl Smith, Water Business Manager, Milwaukee Water Works, Municipal Building 841 N Broadway St, Room 409**, by **July 18, 2008**. Receipt of applications may be discontinued anytime after this date.

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The City of Milwaukee is an equal opportunity employer that values and encourages diversity.

METER READER SUPERVISOR