



## TRANSFER/PROMOTIONAL OPPORTUNITY

### WATER METER FIELD SUPERVISOR

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

**THE PURPOSE:** The Water Meter Field Supervisor is responsible for the supervision, scheduling, and coordination of the daily work of field employees in the Meter Services work unit; for verifying that tasks are completed satisfactorily regarding the installation, repair, and testing of water meters for approximately 145,000 residential, 12,000 commercial, and 2,000 industrial customers throughout the City of Milwaukee and the retail suburbs; and for meeting with customers and contractors to resolve issues related to water use, meter operations and Milwaukee Water Works work rules and regulations.

#### ESSENTIAL FUNCTIONS:

- Supervise the daily operations of Meter Services field activities to include the installation, testing, reading, repair and exchange of meters in the field and testing and repair of meters in the shop and the investigation of high consumption and other investigations as needed.
- Prioritize and schedule all activities to effectively maintain the highest level of accountability possible.
- Schedule staff, monitor productivity, enforce work and safety rules, and ensure efficiency of operations to provide timely information to the Water Works billing unit.
- Coordinate and monitor the operation of the computerized meter reading system.
- Manage 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.
- Investigate cases involving extraordinary water usage.
- Handle escalated customer complaints.
- Coordinate the Meter and Services Confined Space Safe Entry Program. Monitor permits and equipment for strict compliance.
- Chair the Meter and Services Safety Committee, and coordinate activities and training with the DPW Safety Specialist.
- Manage a comprehensive employee training program, including safety training, plumbing techniques, job methods, and procedures; maintain detailed records of training activities.
- Prepare statistical reports of the Unit's activities.
- Research new technology and equipment; routinely assess operational demands and procedures to improve efficiency.
- Perform other duties as assigned.

#### CONDITIONS OF EMPLOYMENT:

- Must be willing to serve as on-call supervisor for emergency calls during non-business hours and work a rotating shift.
- 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 of 1990.*

#### MINIMUM REQUIREMENTS:

1. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee within the Department of Public Works.
2. Bachelor's degree in Business Administration, Engineering or a related field from an accredited college or university.
3. Two years of public works field experience that included the coordination of people and resources, safety enforcement, computerized recordkeeping, 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.

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.

## *Water Meter Field Supervisor*

- 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.
- Ability to supervise and train employees, including the ability to direct and coordinate their work as well as offer feedback.
- Knowledge of computerized recordkeeping 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, Dept. of Employee Relations, Room 706, City Hall, 200 E. Wells St., Milwaukee, WI 53202-3554, by visiting our web site ([www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs)), or by calling 286-3751.
2. *Complete the required application and return it to the attention of Earl Smith, Water Business Manager, Milwaukee Water Works, Municipal Building, Room 409, 840 N. Broadway, by **October 8, 2010**. Receipt of applications may be discontinued any time after this date.*