

MAJOR FUNCTION

This is technical and supervisory work related to the connection, disconnection and maintenance of utility meters. An employee in this class is involved in installing, activating, deactivating, reading, removing, repairing electric sockets and evaluating for tampering all self-contained meters connected to the electric system. Duties also include supervising service technicians involved in reinstallation, activation, deactivation and reading of water meters, and the deactivation of gas meters. Work is performed under general supervision of the Supervisor-Meter Operations and is reviewed through reports, conferences, observations and the results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, assigns, trains and supervises field employees engaged in the installation, connection, disconnection and maintenance of the utilities meters. Receives computer generated service orders from customer services, schedules work, reviews completed orders and operates computer terminal to ensure accurate account maintenance and billing. Responds to trouble calls from meter service technicians. Conducts field inspections to determine the proper course of action. Communicates with customer service representatives to identify and correct account transactions and billing errors or service problems. Repairs electric meter sockets that are cost effective for both the customer and the City. Communicates directly with citizens to discuss or resolve service problems, complaints or emergency situations. Inspects residential and commercial meter installations when meter service technicians identify problems. Performs field investigations at the request of city departments or citizens to resolve billing account or service problems. Recommends the hire, transfer, promotion, grievance resolution, discipline and dismissal of employees. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Disconnects delinquent commercial utility accounts; notifies property owners of disconnect orders and provides appropriate information for contacting customer service. Maintains workload on deadlines and keeps operational and safety records. Periodically inspects all vehicles and equipment to ensure all are properly maintained and in good working condition. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of rules and regulations regarding connect and disconnect policies. Considerable knowledge of the geography of the City and the service area. Knowledge of the mechanics of electric, gas, and water meters. Knowledge of the principles of effective supervision. Ability to plan, organize, assign and review the work of subordinates and provide proper instructions in a manner conducive to improve performance and high morale. Ability to establish and maintain effective working relationships as necessitated by work. Ability to work outdoors in all types of weather. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and four years of experience that includes connecting and disconnecting electric, water, or gas meters; meter servicing; meter testing or utility operations experience; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Effective May 1, 2011, designated positions allocated to this class and assigned to Underground Utilities must possess, at the time of application, and maintain a valid Water Distribution System Operator Level III license in accordance with the Florida Department of Environmental Protection regulations, as a condition of continued employment.

Established: 06-12-85
Revised: 02-13-90
04-24-95
05-09-01
04-23-04*
03-31-09
02-07-11