

Utility Services Supervisor

SUMMARY/PURPOSE

To provide overall coordination, supervision, planning, and routine capital maintenance of data collection, emergency response, meters and measurement center, appliance servicing, and customer service operations. The Utility Services Supervisor will supervise customer service and 24-hour emergency dispatch staff and will act as a project manager to provide technical expertise and guidance on key City projects, utility maintenance and operational decisions.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise the utility's scheduled reading of meters using mobile collection, network collection and visual readings and the transfer of collected data into the billing system software.
2. Plan, direct, and supervise activities to ensure compliance with governmental regulations, record retention and reporting of gas leaks, gas leak detection, repairs and safety/maintenance of the gas distribution system and pipeline for state and federal regulatory agencies.
3. Investigate, identify, and repair malfunctions of meter reading hardware, software, mesh network, and causes of water and gas meter and gas regulator/relief malfunctions reported by customers or department staff and investigate and review abnormal utility consumption for customer billing inquiries, resolve complaints and questions from the public and determine whether billing adjustments are required and prepare and present oral and written reports and testify as required.
4. Prepare and monitor budgets, write specifications, request quotes, and write requisition necessary for supplies, parts, and equipment needed for water and gas measurement, HVAC servicing and the Service Division fleet vehicles and equipment.
5. Assess current operations, procedures, problems, or needs and recommend improvements to increase productivity, improve performance, reduce costs, and comply with federal, state, and local requirements.
6. Promote, monitor, and analyze market trends of the Comfort Policy maintenance program.
7. Organize and direct sizing and installation of new and replacement water and gas meters, meter proving/testing and the scheduled maintenance of all measurement devices, the operation and calibration of all leak detection and monitoring equipment and the installation of water and gas meters, gas regulators, and relief valves.
8. Identify lead within the water system for remediation, gauge testing and thawing of water services and water mains utilizing the appropriate equipment and maintain concise records in accordance with the 2011 Clean Water Act.
9. Manage employee performance, and provide training, coaching, and mentoring for employees.
10. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
11. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
12. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
13. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.

14. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
15. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
16. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Associate's Degree in Business Administration/Management or a related professional field, and four (4) years of related professional experience; OR a minimum of six (6) years of related education and/or full-time, verifiable professional mechanical, electrical, or other trade shop experience.
 - B. Three (3) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
 - C. Experience in water and gas utility service operations preferred.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Knowledge of the principles, methods, equipment, and materials used to read meters.
 - B. Knowledge of the methods, equipment and materials used to install, maintain and repair meters, regulators, and related equipment.
 - C. Knowledge of gas and water distribution systems and equipment supplying water and gas throughout the City of Duluth and surrounding communities.
 - D. Knowledge of application process to obtain a MN Department of Labor, Mechanical Contractor Bond.
 - E. Knowledge of dispatch, emergency response and incident command procedures.
 - F. Knowledge of gas appliance repair and Comfort Policy maintenance program.
 - G. Knowledge of plumbing and electrical disciplines.
 - H. Knowledge of problem solving and conflict resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.
 - K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - L. Knowledge of effective leadership and personnel practices.
 - M. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - N. Knowledge of budgetary, and management principles, practices, and procedures.
 - O. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in troubleshooting and repair of plumbing, electrical and HVAC.
 - B. Skill in the use of equipment used to install, repair, and maintain water and gas meters and testing equipment.
 - C. Skill in the programming and use of meter reading equipment.
 - D. Skill in using computers to install, repair and calibrate telemetry, to generate reports, and to operate handheld meter reading system.

- E. Skill in diagnosing and repair water and gas meters, test equipment, and gas regulators.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time and the time of others.
 - H. Skill in completing assignments accurately and with attention to detail.
 - I. Skill in mediation and dispute resolution.
 - J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - K. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to perform mathematical calculations for the purpose of estimating costs, calculating budget projections, computing charges for water and gas consumption, and computing customer load requirements to properly size meter, regulator and pressure.
 - B. Ability to monitor operations, maintain accurate records and prepare required reports.
 - C. Ability to diagnose, repair, calibrate and operate water, gas and HVAC equipment, including handheld, mobile and network meter reading system.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to recognize, analyze, and problem-solve a variety of situations.
 - H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - I. Ability to handle difficult and stressful situations with professional composure.
 - J. Ability to establish goals and objectives.
 - K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - M. Ability to manage a budget and work within the constraints of that budget.
 - N. Ability to enforce safety rules and regulations.
 - O. Ability to maintain confidential information.
 - P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - Q. Ability to exercise sound judgment, critical decisions in work projects involving both internal and external stakeholders.
 - R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - S. Exhibits leadership qualities of dependability and accountability.
 - T. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: TS	Union: Supervisory	EEOC: Skilled Craft Workers	CSB: 10/05/2021	Class No: 1358
WC: 7520	Pay: 1090-1105	EEOF: Utilities/Transportation	CC:	Resolution:

MEASUREMENT UTILITY SERVICES SUPERVISOR

SUMMARY/PURPOSE

~~To supervise meter reading and measurement center operations.~~

To provide overall coordination, supervision, planning, and routine capital maintenance of data collection, emergency response, meters and measurement center, appliance servicing and customer service operations. The Utility Services Supervisor will supervise customer service staff and 24-hour emergency dispatch and will act as a project manager to provide technical expertise and guidance on key City projects, utility maintenance and operational decisions.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ~~1. Plan, direct, supervise and evaluate meter reading, installation, maintenance, and repair operations.~~
- ~~2. Develop a meter reading schedule to ensure monthly reading of all residential, commercial and industrial water and gas meters.~~ Supervise the utility's scheduled reading of meters using mobile collection, network collection and visual readings and the transfer of collected data into the billing system software.
- ~~3. Plan, direct, supervise activities to ensure compliance with governmental regulations, record retention and reporting of gas leaks, gas leak detection, repairs and safety/maintenance of the gas distribution system and pipeline for State and Federal regulatory agencies.~~
- ~~4. Develop and monitor a program for scheduled leak detection surveys and the testing, repair and replacement of gas and water meters, gas regulators, and relief valves. Plan, direct, supervise and monitor gas leak detection and repairs of the gas distribution system and pipeline.~~
- ~~5. Organize and direct the maintenance of all measurement devices, the maintenance and operation of all detection equipment, and the installation of water and gas meters, gas regulators, and relief valves.~~ Investigate, identify and repair malfunctions of meter reading hardware, software, mesh network and causes of water and gas meter and gas regulator/relief malfunctions reported by customers or department staff and investigate and review abnormal utility consumption for customer billing inquiries, resolve complaints and questions from the public and determine whether billing adjustments are required and prepare and present oral and written reports and testify as required.
- ~~6. Prepare and monitor budgets, and requisition necessary supplies, parts, and equipment.~~ Prepare and monitor budgets, write specifications, request quotes and write requisition necessary for supplies, parts, and equipment needed for water and gas measurement, HVAC servicing and the Service Division fleet vehicles and equipment
- ~~7. Assess current operations, procedures, problems or needs and recommend improvements to increase productivity, improve performance, and reduce costs and comply with federal, state and local requirements.~~
- ~~8. Monitor and review work in progress and provide direction and assistance with operational problem solving. Plan, direct,~~ Supervise appliance service crew activities. ~~Promote, monitor and analyze market trends of the Comfort Policy maintenance program~~
- ~~9. Analyze water and gas meter and gas regulator repair and maintenance problems.~~ Organize and direct sizing and installation of new and replacement water and gas meters, meter proving/testing

- and the scheduled maintenance of all measurement devices, the operation and calibration of all leak detection and monitoring equipment and the installation of water and gas meters, gas regulators, and relief valves.
- ~~10. Investigate causes of water and gas meter and gas regulator malfunctions reported by customers or department staff.~~
 - ~~11. Monitor activities to ensure compliance with governmental regulations and reporting requirements.~~
 - ~~12. Prepare and present oral and written reports as required.~~
 - ~~13. Supervise assigned staff.~~
 - ~~14. Prioritize, schedule and assign work.~~
 - ~~15. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.~~
 - ~~16. Establish work standards, provide coaching and feedback, and conduct employee evaluations.~~
 - ~~17. Discipline assigned personnel as necessary.~~
 - ~~18. Provide for the training of employees in proper and safe work methods and procedures.~~
 - ~~19. Effectively recommend adjustments or other actions in employee grievances.~~
 - ~~20. Delegate authority and responsibilities to others as needed.~~
 - ~~21. Disseminate instructions and information to employees through oral and written communications.~~
 - ~~22. Investigate and resolve complaints and questions from the public. Create and maintain dispatch and service employees' schedules to ensure 24hr emergency response.~~
 23. Identify lead within the water system for remediation, gauge testing and thawing of water services and water mains utilizing the appropriate equipment and maintain concise records in accordance with the 2011 Clean Water Act.
 - ~~24. Review abnormal water consumption and customer billing inquiries, and determine whether billing adjustments are required.~~
 - ~~25. Supervise the loading of route information into hand-held meter reading terminals and the unloading of meter readings to the customer file via computer transfer.~~
 - ~~26. Calculate meter reading estimates based on degree days, past history, etc.~~
 - ~~27. Perform meter reading and measurement center duties when necessary.~~
 - ~~28. Perform field work as necessary, including on-site inspections, telemetric installations, surveys, etc.~~
 - ~~29. Authorize entrance to confined spaces.~~
 - ~~30. Confer with management regarding the installation of high pressure gas lines and water lines.~~
 - ~~31. Review technical journals, legislation, regulations and other related materials affecting operations.~~
 32. Manage employee performance, and provide training, coaching, and mentoring for employees.
 33. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
 34. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
 35. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
 36. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
 37. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
 38. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
 39. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. ~~Five (5) years of experience in water and gas utility service operations, including at least three (3) years at a supervisory or leadworker level.~~ Associate's Degree in Business Administration/Management or a related professional field, and four years of related professional experience; OR a minimum of six years of related education and/or full-time, verifiable professional mechanical, electrical or other trade shop experience.
- B. Three years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
- C. Experience in water and gas utility service operations preferred.

2. License Requirements

- A. ~~Possession of a valid regular Minnesota driver's license or privilege by the date of appointment and thereafter.~~ Possess and maintain a valid Minnesota Class D driver's license or privilege.

3. Knowledge Requirements

- A. ~~Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.~~
- B. Knowledge of the principles, methods, equipment and materials used to read meters.
- C. Knowledge of the methods, equipment and materials used to install, maintain and repair meters, regulators, and related equipment.
- D. Knowledge of gas and water distribution systems and equipment supplying water and gas throughout the City of Duluth and surrounding communities.
- E. Knowledge of application process to obtain a MN Department of Labor, Mechanical Contractor Bond.
- F. Knowledge of dispatch, emergency response and incident command procedures.
- G. ~~Knowledge of defensive driving methods, confined space entry procedures, and other applicable safety precautions and safe work methods related to meter reading and installation and repair work.~~
- H. ~~Knowledge of budget and purchasing to maintain inventory for appliance servicing, water and gas meter/distribution maintenance and projects.~~
- I. Knowledge of gas appliance repair and Comfort Policy maintenance program.
- J. ~~Knowledge of applicable laws, regulations, and standards related to meter reading and to the installation, maintenance and repair of meters and regulators.~~
- K. ~~Knowledge of computer applications including word processing, spreadsheet, and database used to develop schedules and budgets, assign meter reading routes, bill customer accounts, and maintain inventory.~~
- L. Knowledge of plumbing and electrical disciplines.
- M. Knowledge of problem solving and conflict resolution techniques.
- N. Knowledge of applicable safety requirements.
- O. Knowledge of, or the ability to learn, City policies and procedures.
- P. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- Q. Knowledge of effective leadership and personnel practices.
- R. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- S. Knowledge of budgetary, and management principles, practices, and procedures.
- T. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- ~~A. Skill in supervising assigned personnel.~~
- ~~B. Skill in troubleshooting and repair of plumbing, electrical and HVAC.~~
- C. Skill in the use of equipment used to install, repair, and maintain water & gas meters and testing equipment.
- D. Skill in the programming and use of meter reading equipment.
- E. Skill in using computers to install, repair and calibrate telemetry, to generate reports, and to operate handheld meter reading system.
- F. Skill in diagnosing and repair water and gas meters, test equipment, and gas regulators.
- ~~G. Skill in preparing and presenting accurate and concise written and oral reports.~~
- H. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- I. Skill in managing one's own time and the time of others.
- J. Skill in completing assignments accurately and with attention to detail.
- K. Skill in mediation and dispute resolution.
- L. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- M. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to perform mathematical calculations for the purpose of estimating costs, calculating budget projections, computing charges for water and gas consumption, and computing customer load requirements to properly size meter, regulator and pressure.
- B. Ability to monitor operations, maintain accurate records and prepare required reports.
- C. Ability to diagnose, repair, calibrate and operate water, gas and HVAC equipment, including handheld, mobile and network meter reading system.
- D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- E. Ability to communicate and interact effectively with members of the public.
- F. Ability to communicate effectively both orally and in writing.
- G. Ability to recognize, analyze, and problem-solve a variety of situations.
- H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- I. Ability to handle difficult and stressful situations with professional composure.
- J. Ability to establish goals and objectives.
- K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- M. Ability to manage a budget and work within the constraints of that budget.
- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to exercise sound judgment, critical decisions in work projects involving both internal and external stakeholders.
- R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- S. Exhibits leadership qualities of dependability and accountability
- T. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR:	Union: Supervisory	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution: