

## **Water Service Supervisor (3930)**

### **Task List**

#### **Field and Shop Operations**

1. Observes and oversees workers in the field who perform tasks including: turning water services on or off, reading water meters to open or close accounts, locating meters the meter readers cannot find, maintaining meter boxes, performing minor maintenance and/or repairs, replacing malfunctioning meters, repairing large meters, checking that a meter serves the correct house number by locating meter, comparing the recorded and actual address of the service, and/or tracing water lines, inspecting water meters and associated fittings such as collars and adapters by checking water pressure and/or flows, visually examining the meter box for evidence of leaks, and observing operation of meter dial(s) at different pressures and flow rates; in order to ensure that work is performed safely, properly, and efficiently sufficient to supply continuous water service to customers.
2. Observes and oversees workers in the shop who perform tasks including: moving meters to appropriate work areas using hoists and/or forklifts, cleaning meters, disassembling and rebuilding meters of various types, makes, and sizes, recalibrating repaired water meters, testing and repairing large special purpose meters such as fire line type meters and irrigation meters in order to ensure that work is performed safely, properly, and efficiently sufficient to supply continuous water service to customers.
3. Discusses problems, investigates complaints from users, and makes decisions when unexpected situations occur, which may result when field workers investigate causes of problems such as unusually high or low water consumption, noisy meters, or noisy pipes by checking water pressure and/or flow, visually examining the meter box for evidence of leaks, and observing operation of meter dial(s) at different pressures and flow rates, by gathering information about the incident in order to resolve issues, provide superior customer service, and minimize interruptions of water service to customers.
4. Visits worksites and plans and delegates work assignments for workers in the field who evaluate the need to move water pipes and/or meters for construction such as widening streets or constructing sidewalks or driveways, and recommend new locations, if necessary, in order to ensure safety, compliance with rules and regulations, and that work is performed properly.
5. Schedules special inspection and/or repairs using reports of complaints from customers requiring special service such as high volume water users, requests from City departments and/or facilities, or reports of unusual circumstances received as direct reports from users and/or routine reports from subordinates.
6. Personally investigates difficult or unusual complaints by visiting the site, discussing the problem with the person complaining (usually a property owner or business manager), observes objectionable condition, and/or and makes initial tests using hand tools and gages in order to resolve problems and/or to give detailed information to water service Workers assigned to the job.
7. Personally investigates, either by using documents and other information available from office records or by site visits, disputes concerning whether responsibility for making repairs lies with the Department or with the customer.

8. Personally inspects work of subordinates by visiting sites where work is in progress or has recently been completed and comparing work performed with assigned work orders, in order to ensure safe, accurate, and timely completion of work.
9. Visually inspects work areas for conditions which might be hazardous to people or to property, including operation of equipment in the vicinity of overhead wiring, use of sufficient ventilation when entering vaults, and use of appropriate personal protective equipment (PPE) when shock hazards are present, such as when breaking connection of wires when changing meters, in the area to ensure safety of individuals and compliance to safety procedures and regulations.
10. Plans routine inspection and maintenance schedules for systems (taking into consideration factors such as age of system and level of consumption) such as fire services, hospital services, and irrigation services to make the most efficient use of time and equipment and to cooperate with user's work schedules, as far as possible.

## **Research**

11. Evaluates performance of different sizes and types of water meters by examining repair and service records for information such as length of service before replacement is required, frequency of repairs, frequency of different types of problems, and comparable performance of meters of the same type made by different manufacturers in order to make recommendations for or against continued use of different meters.
12. Conducts tests and operational studies such as tests and studies of accuracy or ease of installation of new types of meters, tests of plastic pipes and fittings, and meter boxes in order to make recommendations for use of meters and/or materials.
13. Studies methods and practices of water meter installation and/or repair and service operations in order to improve methods of installation, service, and repair and/or to standardize methods of repair and/or tools or equipment used by Water Service Workers.

## **Safety**

14. Follows and enforces OSHA regulations, Department safety regulations, and general safety procedures such as wearing protective clothing, hard hats, gloves, and/or safety shoes in areas where they are needed and keeping work areas clean and clear in order to avoid injury to workers, damage to equipment, and lost time.
15. Follows and enforces Department procedures and state safety orders for safe work in streets by holding daily tailgate meetings to review details specific to the current work site in order to ensure compliance and safety of work performed.
16. Informs Water Service Workers, Water Utility Workers, and helpers of correct safety procedures and reminds them if safety procedures are not followed in order to establish standards and ensure continued compliance and safety of work performed.

## **Record Keeping**

17. Visually scans work orders received and completed by identifying and verifying various items of specific information on forms such as date and/or time received, location, type of problem, and time required to complete work in order to be aware of the types and size of workloads, to distribute work orders to Water Service Workers and Water Utility Workers, for assignment to field workers, and/or to identify unusual problems.
18. Reads or reviews and approves documents prepared by subordinates such as orders for materials and/or equipment, logs of work done in shop, daily activity sheets of Water Service Workers, Water utility Workers, and helpers, reports of special tests, summaries of various types of work performed, or memos relating to special problems in order to be aware of current information and to ensure that records are correct.
19. Reads for information and/or reviews for completeness and accuracy records kept in computer data bases such as service and repair records or records of large services such as fire services and irrigation services in order to obtain information and/or to verify status of records.
20. Completes forms and or writes narrative reports of District operations such as reports of routine operations, results of tests or data analysis, and recommendations for changes in equipment or work procedures.
21. Orders specialized equipment or parts such as oxy-acetylene cutting torches, detector check valves, or turbine type water meters in order to make effective repairs of unusual equipment and/or to acquire new equipment and/or materials for testing.

## **Communication**

22. Discusses such matters as work assignments, schedules, and problems with Water Service Workers, supervisors, and/or internal or external customers or their representatives for such purposes as exchanging information, giving instructions, and resolving problems.
23. Advises supervisors and/or customers about situations where frequent needs for service or repair of meters and associated equipment maintained by the Department appears to be the result of misuse and/or improper care.
24. Reads maintenance manuals, Department procedures manuals, manufacturer's catalogs, and other resource materials as a guide to procedures such as those for routine maintenance, security, and safety and to gain information about new materials or equipment available.

## Supervision

25. Commends good work or performance in order to improve morale and to provide examples for others by such means as praising good work, giving public recognition of outstanding performance, or issuing notices of commendation (Form 79).
26. Holds regular meetings with Water Service Workers, Water Utility Workers, and helpers to provide, transmit, and/or exchange information, to review safe work practices, to discuss work assignments, and/or to provide direction and guidance.
27. Complies with the City Equal Employment Opportunity (EEO) plan in such matters as assigning work or helping employees prepare for promotion and sees that subordinates are informed about the City's Equal Employment Opportunity policies in order to help develop better acceptance and working relationships among various groups of employees.
28. Observes interaction of subordinates and informs them of City and department policies in order to prevent possible sexual harassment and/or expressions of racial, ethnic, or religious bigotry.
29. Recommends approval of requests for use of vacation and overtime and changes work schedules as needed to complete jobs on time.
30. Trains new Water Service Workers in use of tools and equipment and standard techniques for repair of water meters and associated equipment by personally instructing them, assigning experienced Water Service Workers to work with them, and monitoring their progress by personally observing and/or inspecting their work and by reports of experienced Water Service Workers assigned to work with them.
31. Identifies special training needs and requests or recommends special training for subordinates such as classes given by the City in supervision and other subjects which will improve the quality of their work.
32. Keeps records on work of subordinates, evaluates their performance, and meets regularly with them to discuss their evaluations in order to improve productivity and to meet annual Department requirements for regular evaluation of employee performance.
33. Discusses problems with subordinates and reprimands them or recommends discipline when necessary, receives grievances, and makes reports on these matters to the next level of supervision, when required, in order to comply with good personnel practice and other requirements such as City and Department policies and regulations and memoranda of understanding (MOU).
34. Interviews prospective employees for positions as Water Service Workers, Water Utility Workers, and helper classes in order to evaluate their qualifications, experience in type of work desired, and other requirements for work in City Departments.