

WATER SERVICE SUPERVISOR

GENERAL STATEMENT OF DUTIES: Under general supervision, supervises the customer service activities of a water department; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of fairly responsible work involved in handling all complaints and service calls and assigning work to employees. This position is distinguished from Water Service Superintendent (Joint Water Works) in that this position is primarily office/clerical in nature and, unlike the Superintendent, is not as involved in the technical and field functions of the customer service division of the water department. Work is performed in accordance with established procedures; however, independent judgment in some matters is required. Supervision is exercised over the work of a small number of service personnel.

EXAMPLES OF WORK: (Illustrative Only)

Receives all calls for service, such as, requests for installation of water meters, removing and changing meters, checking meters for high or low consumption, locating curb boxes, complaints of discolored water or poor pressure, installation of service lines, etc.;

Records complaints and requests for service;

Assigns work to service personnel for investigation and necessary repair;

Relays service requests to maintenance department;

Receives applications for water service and assigns service personnel to check size of tap and meter needed;

Maintains inventory stock and department maintenance schedule;

Coordinates office administration functions, such as billings, filing and writing reports to appropriate public entities, handling procurement;

May use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of business office methods, practices, and procedures; ability to plan, supervise the work of others; ability to deal with the public effectively; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software to produce a variety of formats for correspondence, records, reports and maintenance of files; neatness; honesty; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) Graduation from a standard high school course and three years of work experience, two years of which shall have been in a clerical capacity which included report-writing and dealing with the public; or (b) seven years of work experience, two years of which shall have been in a clerical capacity which included report-writing and dealing with the public; or (c) a satisfactory equivalent combination of the foregoing training and experience.