

## **CLASS TITLE: ASSISTANT WATER SERVICE SUPERVISOR**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for daily supervision and coordination of meter reading or water meter inspections and credit collection operations within the Water Services section; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Plans, assigns, coordinates, and supervises employees involved in activities related to maintenance, construction, repair and inspection supporting municipal meter infrastructure
- Reviews incoming work and establishes priorities and plans for emergency preparedness and completion
- Supervises work group to ensure internal control procedures are being followed, minimizing negative impacts on revenue while maintaining files, records, and reports used to verify accuracy of labor cost and material usage
- Assists the City of Tulsa's Utility section on billing reviews by performing property field audits of utility services
- Removes and reports illegal water service connections
- Utilizes computer systems to organize meter routes for increased efficiency
- Determines worksite safety equipment and best practices while enforcing safety policies to protect employees, citizens and City facilities
- Troubleshoots and researches computer and field problems for billing errors and recommends changes as necessary
- Investigates citizen complaints and performs damage investigations
- Must report to work on a regular and timely basis.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and six (6) years of progressively responsible experience in public utilities, including two (2) of the six (6) years' experience in construction or in the maintenance and repair of water meters or related equipment; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

### **Proficiency Increases:**

1<sup>st</sup> Proficiency (All Divisions); Any Assistant Water Service Supervisor will be eligible for the equivalent of a one step increase who has three (3) months experience as an Assistant Water Service Supervisor and who receives a "Proficient" or above rating on their most current performance evaluation and who successfully completes::

- Manager Training Module 1, and

### SOM 1<sup>st</sup> Proficiency:

- Pipeline Assessment and Certification Program (PACP) Training Assessment (or equivalent)
- Manhole Assessment and Certification Program (MACP) (or equivalent)

### Water Distribution 1<sup>st</sup> Proficiency:

- Hach Water Quality Training
- Water Distribution II Training Class

2<sup>nd</sup> Proficiency (All Divisions); Any Assistant Water Service Supervisor will be eligible for the equivalent of a one-step increase who has six (6) months experience as an Assistant Water Service Supervisor and who receives a "Proficient" or above rating on their most current performance evaluation and who successfully completes::

- Manager Training Module 2, and
- Teaching a training class(es) (8 hours)

3<sup>rd</sup> Proficiency (All Divisions); Any Assistant Water Service Supervisor will be eligible for the equivalent of a one-step increase who has nine (9) months experience as an Assistant Water Service Supervisor and who receives a "Proficient" or above rating on their most current performance evaluation and who successfully completes::

- Manager Training Module 3, and
- Teaching a training class(es) (16 hours, in addition to the 8 hours in the 2<sup>nd</sup> proficiency)
- Obtaining a "B" Water Operator license as issued by the Department of Environmental Quality (DEQ)

4<sup>th</sup> Proficiency (All Divisions): Any Assistant Water Service Supervisor will be eligible for the equivalent of a one-step increase who has twelve (12) months experience as an Assistant Water Service Supervisor and who receives a "Proficient" or above rating on their most current performance evaluation and who successfully completes:

- Obtaining a Class "A" Water Operator license as issued by the Department of Environmental Quality (DEQ)

Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six months employment in the position. Employee will be eligible for an additional one step increase upon completion of sixty (60) accredited college hours (or associates degree from accredited college) and one year of employment in the position.

Knowledge, Abilities and Skills: Comprehensive knowledge of billing systems, policies and procedures; considerable knowledge of utility information systems with an emphasis on water systems; good knowledge of street locations; and good knowledge of meter locations and routes; good knowledge of laws, ordinances, regulations and policies governing City utilities. Ability to work independently and to analyze, interpret and resolve complex problems regarding meter configuration and service set up; ability to make material and labor costs estimates; ability to keep records of work performance and to determine by inspection the quality of work performed; ability to use computers for utilization of field activities; ability to organize and assign daily work assignments; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing and pulling up to 50 pounds and frequent lifting and carrying up to 10 pounds; may be subject to walking, standing, reaching, balancing, bending, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License; possession of a Class "C" Water Operator's License as issued by the Department of Environmental Quality (DEQ) within nine (9) months from date of hire.

**WORKING ENVIRONMENT:** Working environment is primarily outdoors in inclement weather and indoors in an office environment; may be exposed to weather/temperature extremes, traffic, confined spaces and open trenches; requires travel to various remote locations to supervise field staff and conduct inspections and meetings; and may be subject to call out.

**Class Code: 1170**  
**EEO Code: E-01**  
**Pay Code: EX-32**

**Group: Clerical and Administrative**  
**Series: Utility Field Services**

**Effective Date: June 9, 2021**