

CITY OF HUNTINGTON BEACH
CLASS SPECIFICATION



TITLE: WATER DISTRIBUTION METERS CREWLEADER

PERSONNEL COMMISSION APPROVAL: JANUARY 15, 2020 (Revised)

JOB CODE:	0147
EMPLOYMENT STATUS:	REGULAR FULL-TIME
UNIT REPRESENTATION:	MEA
FLSA STATUS:	NON-EXEMPT
EEOC CODE:	SKILLED CRAFT WORKER

JOB SUMMARY

Under general supervision, functions as a working supervisor; schedules and leads skilled workers in the operation of the City's water meter, municipal billing and customer service programs; screens and assigns work orders and service requests; determines priorities and monitors completed work; and performs other duties as required within the scope of the classification.

SUPERVISION RECEIVED AND EXERCISED:

Reports to: Water Distribution Supervisor

Supervises: Skilled Craft, Maintenance/Service, and Administrative Support Workers

DISTINGUISHING CHARACTERISTICS

The Water Distribution Meters Crewleader has responsibility for operating the City's water meter and customer service programs, supervising skilled employees engaged in water meter reading, municipal billing, customer service and meter repair, and reports to the Water Distribution Supervisor.

EXAMPLES OF ESSENTIAL DUTIES

- Plans, schedules, selects or approves, and/or requisitions necessary equipment and related supplies
- Coordinates program activities related to the Municipal Billing Process
- Oversees all work in progress to ensure quality, timeliness and accuracy
- Schedules and coordinates preventive maintenance projects on a regular basis
- Coordinates work with other departments
- Responds to calls for service during and after regular work hours
- Interviews, trains and motivates employees
- Assigns and evaluates work

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- Recommends disciplinary action, as needed, according to established City procedures
- Conducts performance appraisals
- Supports and actively promotes the City's safety programs
- Performs periodic safety inspections, and identifies and corrects safety hazards
- Provides input during the budget process and monitors the operating budget for area of responsibility
- Maintains inspection and repair records and maintains inventory of necessary parts and equipment
- Reports to work as scheduled and works a variety of schedules including evenings, weekends and holidays as required
- Responds to emergency calls for service on a call-out basis, and works outside of normal business hours as needed
- Attends professional training to stay abreast of industry best practices
- Maintains a regular and consistent attendance record
- Travels to offsite locations within and outside the City
- Performs other related duties as required

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- City and departmental rules
- Policies and procedures
- Tools and equipment needed to perform water meter maintenance and repair work
- Occupational hazards and safety practices applicable to water meter and customer service operations
- Budgeting and supervisory practices
- Integrated systems of smart meters, communications networks, and data management systems which enable two-way communication between utilities and customers effectively and efficiently. Advanced Metering Infrastructure (AMI) highly desirable

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Ability to:

- Effectively and efficiently schedule and prioritize manpower and projects
- Assign work, and monitor and evaluate work progress
- Research and gather information related to vendors, contractors, equipment and supplies
- Operate personal computer and standard software applications
- Resolve day-to-day questions/problems regarding equipment, materials, methods, and procedures needed to complete projects
- Oversee the successful resolution of AMI, billing, meter reading and related customer service issues
- Understand and utilize computerized customer service and billing systems effectively and efficiently
- Maintain accurate records
- Use hand and power tools
- Effectively understand and utilize integrated systems of smart meters, communications networks, and data management systems which enable two-way communication between utilities and customers. Advanced Metering Infrastructure (AMI) highly desirable
- Establish and maintain effective interpersonal relations with those contacted in the course of work
- Communicate effectively, both orally and in writing
- Adhere to all applicable rules and regulations and perform essential functions of the job with or without reasonable accommodation

Education: High school diploma or equivalent certificate.

Experience: Five (5) years of water systems operations experience in either operations or repair of meters or customer service and municipal billing, including a minimum of two (2) years of lead or supervisory experience.

Certifications/License:

- Possession of a valid California Class C driver license and an acceptable driving record are required at the time of appointment and throughout employment
- A valid California Class A driver license with a tanker endorsement desirable.

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- Either of the following:
 - State of California Water Resource Control Board Distribution Operators Grade 3 (or higher) is required at the time of appointment and throughout employment, or
 - Level 1 Water Conservation Practitioner certification issued by the American Water Works Association (AWWA) is required at the time of appointment plus State of California Water Resource Control Board Distribution Operators Grade 2 (or higher) is required within the probationary period and thereafter maintained throughout employment

SPECIAL CONDITIONS: Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work, shall be required to participate in the DMV Employer Pull Notice Program.

Positions in this classification are deemed safety sensitive under Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMSCA) regulations and subject to drug and alcohol testing.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach City employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to stand, stoop, walk, climb, balance, lift, push, pull, move and drag objects which may weigh up to eighty (80) pounds with the use of proper equipment or assistance, and perform other similar actions during the course of the workday

Work is performed both indoors and outdoors. General office work involves the use of a computer keyboard and related equipment, sitting, standing, walking, climbing, stooping, crouching, twisting, bending, pushing, pulling, reaching, grasping, lifting and moving tools and equipment. When work is performed outdoors, there may be full exposure to various weather conditions including elevated noise, wind, rain, sun exposure, extreme temperatures, etc. When necessary, the individual assigned must utilize approved safety equipment and protective gear, including, but not limited to, steel-toed boots, hard hat, safety vest, eye protection, and/or hearing protective devices, as needed.

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed. Reasonable accommodations for an individual with a qualified disability

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will be considered on a case-by-case basis

Rev. December, 2001

Rev. August, 2004

Rev. December 2019/bam

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