

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Field Services Supervisor	Job Code: 2726
Date: June 2, 2012	EEO Code: SM
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is supervisory work with responsibility to oversee field operations for utility metering services.

CLASSIFICATION STANDARDS: The single position assigned to this classification is responsible to the Customer Services Division Director and performs all duties under his/her general direction. This class is distinguished by its responsibility to oversee daily activities associated with utility metering including connecting, disconnecting, and reading meters.

ESSENTIAL DUTIES: Oversee and direct daily activities of utility metering field services, including the connection, disconnection, inspection, testing, and reading of utility meters; prepare various statistical reports relating to individual performance standards and to the overall performance of the field services function; respond to, analyze, and resolve all customer complaints; oversee investigations of high bill complaints; recommend, negotiate, and implement an appropriate course of action to satisfactorily resolve issues; determine appropriate exception criteria and out-of-range parameters for meter reads; ensure field data is properly accounted for and entered into the computer; may perform meter reading and other field service work as needed.

Supervise, plan, and coordinate the work of assigned personnel including scheduling workload; inspect work of assigned staff and ensure work is completed accurately and efficiently; resolve issues, conflicts, and technical concerns as they arise; ensure staff is trained; ensure compliance with safety rules and policies; conduct performance evaluations and enact rewards and discipline as needed; identify, evaluate, and resolve personnel concerns; assist in decisions on the selection and retention of personnel; assist with preparation and disbursement of the annual field services budget; perform other duties as needed.

MINIMUM REQUIREMENTS: **A)** Equivalent to a high school diploma and three (3) years experience in meter services or related field - one (1) year of which must have been in a supervisory capacity; or **B)** an equivalent combination of job-related education and/or experience [substituting each one year of post-secondary education/training for six months of experience].

License(s). A valid, lawful Utah Driver License is required.

SELECTION FACTORS: **Knowledge of:** modern supervisory principles and techniques; electrical and water meters and their proper maintenance, repair, and use; routes, location, and billing systems associated with the utility metering function; applicable laws, codes, terminology, rules, and regulations; policies and procedures established for the work system; basic budgeting skills. **Skill in:** preparing clear, concise, and informative reports; analyzing workflow processes and identifying methods to consolidate procedures for maximum efficiency; resolving customer complaints and field services issues with due consideration for competing interests. **Ability to:** communicate effectively verbally and in writing; direct and supervise the work of others; organize assigned work and develop effective working methods; exercise independent judgment in evaluating situations and in making recommendations; analyze and prepare data for statistical

reporting purposes; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Vehicle, hand tools, hand held meter reading device, various hand tools, computers, basic word processing and spreadsheet programs, and office equipment.

PHYSICAL DEMANDS: Bending, lifting, walking, climbing, sitting at a computer or desk for extended periods of time, and other varied physical activities associated with performing the essential duties of the job.

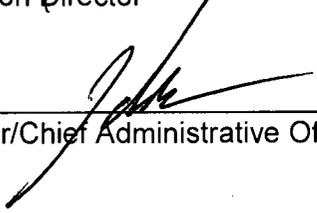
ENVIRONMENTAL FACTORS: Exposure to adverse weather conditions and other outdoor hazards. Exposure to high-stress situations or environments, including, contact with subordinates and/or the public in confrontational or uncomfortable circumstances and other stressful conditions related to the workplace.



Division Director

5/30/12

Date



Mayor/Chief Administrative Officer

6/2/12

Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.