

WATER SERVICE SUPERINTENDENT
(Joint Water Works)

GENERAL STATEMENT OF DUTIES: Supervises the customer service activities of a Joint Water Works; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general direction and guidance, the incumbent of this position is responsible for the operation of the customer service division of a Joint Water Works. The incumbent is responsible for the supervision, scheduling and assignment of work to meter readers, water servicemen, and other personnel as necessary. Work is performed in accordance with established procedures; however, independent judgment must often be exercised. The Water Service Superintendent is (usually) the primary contact for customer service complaints and installation requests. This position is distinguished from Water Service Supervisor in that this position is more involved in the technical and field functions of the customer service division. Supervision is exercised over a foreperson, water service workers, meter repairers, clerical personnel and other maintenance personnel.

EXAMPLES OF WORK: (Illustrative Only)

Receives calls from builders, plumbers, customers and others relating to requests for meter installations, removals or changes; checking for low or high consumption; location of curb boxes; water service complaints; leaks; information; and other miscellaneous matters. Initiates appropriate action to respond to such calls;

Prepares meter reading schedules and assigns work to meter readers;

Prepares meter and service work orders, and assigns such work to water service workers;

Schedules and supervises program of meter testing and repairs and of remote installations and conversations;

Supervises, evaluates and reports on performance of Service Division personnel;

Supervises the operation of base radio and keeps necessary log of calls as required;

Coordinates with, and relays work orders to Distribution Division;

Prepares daily, weekly, monthly and annual reports of Service Division's operations, including those relating to personnel performance and attendance; meter readings, repairs and changes; customer account records; meter parts and inventory; etc.;

Prepares and sends letters to customers as necessary with regard to shut-off, rules violations, in response to inquiries or complaints, or otherwise as required;

Performs other duties as assigned by the Accountant-Office Manager and Manager;

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 office methods, practices, and procedures; good knowledge of water meter installation, operation and maintenance; ability to plan, lay out and supervise the work of others; ability to understand and prepare report forms; ability to compose basic business letters; ability to meet and 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; good judgment; integrity; neatness; physical condition commensurate with duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) six years of work experience in a public or private water utility in a capacity which dealt with customer accounts and/or customer service including or supplemented by two years of supervisory experience in a capacity dealing with public contact; or (b) six years experience in the area of water service and/or maintenance (i.e., public or private utility, plumber, etc.) including or supplemented by two years supervisory experience in a capacity dealing with public contact; or (c) a satisfactory equivalent combination of the foregoing training and experience.

NOTE: Experience as a Water Service Worker, Water Service Foreman, Water Maintenance Worker Grade I, Distribution Foreman or Engineering Aide (Water Agency) may be substituted on a year for year basis for the experience as stated in (b).

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment.