

**FIELD SERVICE SUPERVISOR**

**JOB SUMMARY**

Under the direction of the Customer Service Superintendent, and with assistance from the Assistant General Manager, the Field Service Supervisor works closely with the Customer Service Supervisor and has overall responsibility for supervising department personnel, assigning work and ensuring customer satisfaction. This is an exempt position that oversees the customer field service work and meter reading.

**JOB DUTIES AND ESSENTIAL FUNCTIONS**

Responsible for a variety of tasks and duties, which may include, but are not limited to, the following:

- Schedules and assign work from both scheduled office orders and unscheduled customer requests to field service employees.
- Perform customer complaint investigations on meter reading discrepancies, high bills, water quality and water pressure complaints and coordinate responses with the Customer Service Superintendent.
- Schedule and assign employees to meter reading assignments to comply with reading schedules developed by the company's Billing Department.
- Coordinates with Customer Service Superintendent and Customer Service Supervisor to assign field employees service orders.
- Performs water audits.

- Assists in managing the cross-connection control program to ensure it is properly enforced including managing Notices of Installation, Test Reports and surveys.
- Assists in the completion of reports and notices.
- Distributes work orders created daily to employees assigned to customer service.
- Allocates manpower for delivery of courtesy notices and or non-payment disconnects.
- Assures meter readers are available for reading daily routes.
- Oversees the training of new meter readers.
- With assistance from Customer Service Superintendent and Customer Service Supervisor creates meter reading routes and assigns account numbers for parcels in new subdivisions.
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- Assists the Customer Service Superintendent and Customer Service Supervisor with proposed meter reading schedule for each year when requested by the company's Billing Supervisor.
- Works with Customer Service Superintendent and Customer Service Supervisor to provide the Billing Department new billing districts.
- Assigns employees to customer requests for water service availability.
- Assists Field Service Superintendent in conducting cross connection surveys.
- Assists Customer Service Superintendent in the completion of reports and notices.
- Supervise the field repair or replacement of all dead or damaged meters.
- Monitor and work with daily operational problems.
- Make recommendations for improving and streamlining job procedures and departmental operations.
- Responsible for the management of the Meter Change Out Program.

- Assists Customer Service Superintendent in the evaluation of personnel for hire, salary adjustments, promotion, disciplinary and corrective action, and termination.
- Subject to 24-hour on-call status.
- Responsible for managing the Field Service employees.
- Perform other tasks and duties as directed.

**EXPERIENCE, SKILLS, KNOWLEDGE AND PHYSICAL REQUIREMENTS**

The required skills, knowledge and physical requirements include, but are not limited to the following:

- Thorough knowledge and understanding of company customer service procedures.
- Thorough knowledge of personal computer for managing meter reading program, customer accounting and accessing company templates on forms.
- Must become proficient in the AS-400 working environment within 24 months.
- Ability to supervise, motivate and train personnel and to recognize problems and recommend solutions.
- Excellent interpersonal skills and ability to interact with customers and demonstrated customer and public relations skills.
- Good oral and written communications capabilities.
- Working knowledge of general plumbing practices and repairs.
- Thorough familiarity with safety practices and procedures.
- Ability to interact with supervisors, co-workers, and the public in a cooperative and professional manner.
- Must have professional demeanor and appearance, be dependable and punctual.

- Ability to perform repetitive physical activities using feet, legs, hands, and arms; walk, sit, stand, bend, stoop, reach, grasp, push, pull, crouch, squat, crawl, and twist.
- Must be able to lift 45 pounds.

**EDUCATION, TRAINING AND EXPERIENCE**

The following are required:

- High school diploma.
- Minimum three years of experience in the water utility business.
- Must have knowledge of water system and utility construction practices.
- Must have a minimum of three years of experience in reading meters, performing service order work, changing meters, and the upload/down load of daily meter reads.
- Valid Arizona driver's license and acceptable driving record.
- ADEQ Grade 3 Water Distribution Operator certificate within 24 months of hire or promotion.