



## AMI Customer Response Supervisor

### Water System-Field Operations

WS-FO/2-822

#### JOB SUMMARY

This position is responsible for supervising and participating in advanced metering infrastructure customer response operations.

#### MAJOR DUTIES

1. Supervise, hire, terminate, and discipline staff. Conduct performance evaluations; train staff; ensure employees follow policies and procedures; maintain a healthy and safe working environment.
2. Manages workflow of field technician day-to-day activities related to service requests for disconnection of service due to non-payment, customer complaints, hydrant flushing, and other field related requests. Develops work schedules, prioritizes, and assigns work.
3. Reviews existing business practices and implements process improvements.
4. Monitors AMI Enhanced Monitoring Program through tracking of meter data management system alerts related to orphans and no-read reports, trouble tickets, High/Low validation reports, communication failures, recurring errors, constant water consumption.
5. Generates, monitors and reviews status of work orders and takes action to ensure close-out per requirements.
6. Analyzes and resolves AMI Meter Data Management System issues. Assists assigned staff with complex/problem situations and provides technical expertise. Recommends adjustments to correct errors or resolve escalated disputes.
7. Manages performance of routine to complex and specialized AMI installation, maintenance, and repair work.
8. Operates all related software and equipment; manage, monitor, analyze, troubleshoot, and ensure timely repairs of the AMI system, network, and associated equipment.
9. Performs special tasks related to the AMI technology. Performs research and provides technical information as requested. Provides progress and activity reports to AMI Program Manager.
10. Coordinate with AMI Program Manager to support end-to-end operation of the AMI system.
11. Manages Large Water Meter Accuracy Testing Program. Provides technical assistance regarding difficult situations associated with AMI and large meter operations.
12. Establishes and implements ongoing training programs for staff to ensure continued competency regarding AMI technology.
13. Performs other related duties as assigned.

#### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Advanced Metering Infrastructure, systems, and configuration.
2. Knowledge of meter data management systems, utility billing software and general office software and programs.
3. Knowledge of the installation, repair, and maintenance of water meters and endpoints.
4. Knowledge of Water System operations, policies, and procedures.
5. Knowledge of county policies and procedures.
6. Skill in the training and supervision of personnel.
7. Skill in oral and written communication.
8. Skill in planning and meeting deadlines.

#### SUPERVISORY CONTROLS

The Field Operations Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include OSHA guidelines, traffic control procedures, and county and department policies and

procedures. These guidelines are generally clear and specific but may require some interpretation in application.

#### **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied management, supervisory and at regulations to rules and regulations contributes to the complexity of the position.
- The purpose of this position is managing the advanced metering infrastructure and customer response activities for the Water System. Success in this position contributes to the efficiency of Water System operations.

#### **CONTACTS**

- Contacts are typically with co-workers, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems and provide services, motivate and influence persons; or justify, defend, negotiate, or settle matters.

#### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and occasionally heavy objects.
- The work is typically performed in an office with occasional outdoor field work.

#### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision over Account Services Analyst (1) and assigned Field Operation Technicians I, II and III.

#### **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

#### **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

#### **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

#### **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.