



AMI Customer Response Manager

Water System- Field Operations

WS-FO/10-140

JOB SUMMARY

This position serves as Advanced Metering Infrastructure (AMI) Program Manager and is responsible for the end-to-end operations of the Advanced Metering Infrastructure system. This position analyzes enhanced monitoring data, generates analytical reporting, and provides technical expertise to ensure continued AMI success.

MAJOR DUTIES

1. Oversees the AMI Enhanced Monitoring Program. Monitor, analyze, and generate analytical reports of enhanced monitoring progress. Ensures departments initiatives of providing AMI enhanced monitoring services of 33,000 customer connections through AMI dashboard data management.
2. Develops recommendations for service level improvements regarding AMI practices and operations. Coordinate with AMI Customer Response Supervisor and other users to support end-to-end operation of the AMI system.
3. Provides highly technical support and training to AMI administrators and users related to system and equipment
4. Provides expertise of Meter Data Management System of AMI program for billing determinants, functionality configuration, and data delivery services.
5. Manages and promotes ongoing efforts of AMI Eye-On-Water self-service customer portal activity for customers to utilize the software's capabilities.
6. Oversees customer response operations including workflow of field technician day-to-day activities to ensure operational efficiencies related to AMI device communications, service requests including disconnection of service due to non-payment, customer complaints, hydrant flushing, and other field related requests
7. Manages the overall health of the AMI system ensuring efficient performance.
8. Analyzes and resolves AMI Meter Data Management System technical issues. Escalate issues as they arise to ensure system performances are within required limits.
9. Manages and performs assigned projects related to the AMI program; customer support and outreach, enhanced technology
10. Develops and maintains detailed project plans, coordinates project deliverables, progress reports and responds to request for information from outside agencies-
11. Provides technical assistance and information to development professionals, elected and appointed officials, County Administrator, County Attorney, public and other staff regarding complex water system development and plan-related information. Coaches and assists staff in providing this information.
12. Oversees the AMI Customer Response training program to ensure staff acquisition of technical skills and safety compliance.
13. Supervises, hires, terminates, and disciplines staff.
14. Conducts performance evaluations, trains staff and ensures employees follow policies and procedures to maintain a healthy and safe working environment.
15. Performs other duties as assigned

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Advanced Metering Infrastructure systems and configuration, meter data management systems, utility billing software and content management, customer service and general office software and programs.
2. Knowledge of the installation, repair, and maintenance of water meters and endpoints.
3. Knowledge of Water System operations and county procedures and policies.
4. Knowledge of generally accepted accounting principles, utility billing revenue collection, and financial electronic imaging for automated deposits.
5. Skill in program management, planning, organizing and implementation.
6. Skill in leadership, coaching, and training and management of personnel.
7. Knowledge of computers and job-related software programs.

SUPERVISORY CONTROLS

The Water System 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 result.

GUIDELINES

Guidelines include county and department policies and procedures, county ordinances, and Environmental Protection regulations. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative and supervisory duties. The time restraints with processes evolving concurrently with data to manage and analyze contributes to the complexity of the position.
- The purpose of this position is to develop, manage and analyze Advance Metering Infrastructure Solution data. Success in this position contributes to the department achieving the established key performance indicators for device, flow and communication health.

CONTACTS

- Contacts are typically with co-workers, elected and appointed officials, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

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.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over the AMI Customer Response Supervisor.

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 work place 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 the 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.