

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Water Meter Worker Supervisor

CLASS CODE: 3522

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification plan, assign, direct and review daily work of water meter workers.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level trades classification in the Water System Maintenance Series – Water Meter Group job family within the City of St. Louis. Incumbents within this classification perform moderately complex duties with a limited variety of related tasks. The distinguishing characteristics of this classification include supervising the activities of water meter readers.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions

Signing performance plans and appraisals

Resolving informal grievances or formal grievances at the first step

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit and/or technical policies, procedures and guidelines.

Confers with and counsels subordinate staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact and formulate possible solutions.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions.

Trains subordinate staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Plans and lists tasks; assigns daily tasks to water meter workers.

Computes and orders next day's work.

Distributes tools, equipment and materials necessary to complete tasks.

Inspects work for quality and assesses productivity; provides feedback; inspects property to assess problems.

Explains policies and procedures to meter workers; trains meter readers in safety practices.

Maintains records such as time sheets accident claims; generates reports, such as production reports and training reports.

Resolves customer service problems such as bill disputes and water consumption disputes.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer, two-way radio, motor vehicle and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as production reports, daily work sheets, technical operating and safety manuals, procedures and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, irate individuals or disease.

Physical Requirements:

Requires the ability to lift, carry, push and pull moderately heavy objects and materials, up to fifty pounds, such as a meter box lid or pump.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, sounds and odors associated with job-related objects, materials and tasks, such as assessing subordinate's work.

EDUCATION AND EXPERIENCE STATEMENT:

High school diploma or equivalent with one to two years experience or knowledge of water meter operations or any combination of education and experience that provides equivalent knowledge, skills and abilities.

SPECIAL REQUIREMENTS:

Possession of a valid state driver's license.

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