



Code: 1063

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical And Analytical

Series: Assessing and Taxation

CLASS TITLE: SUPERVISOR OF WATER RATE TAKERS

CHARACTERISTICS OF THE CLASS

Under general supervision, assigns and supervises water meter reading and assessing functions within the Department of Water Management, and performs related duties as required

ESSENTIAL DUTIES

- Assigns, supervises, and inspects the work of staff engaged in reading water meters, servicing and billing of water accounts
- Assigns routes to provide the most efficient utilization of staff
- Conducts field inspections to monitor staff productivity, check questionable meter readings, and investigate customer complaints
- Conducts special inspections of meters on premises for water shut offs, final payment certificates and other related inspections as requested
- Reviews staff activity reports for completeness and accuracy and to ensure that productivity standards are accomplished
- Completes staff performance evaluations and administers disciplinary actions
- Monitors staff GPS to check work completed
- Conducts field inspections to monitor and evaluate the work of staff
- Studies operations and procedures and recommends methods of improving efficiencies
- Maintains work records and prepares detailed status reports for management review
- Oversees the training of new and existing staff on field inspections and office duties related to meter reading activities, assessments and services
- Performs the duties of a Water Rate Taker and Water Meter Assessor, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three years of work experience reading and examining water meters; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required.
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to loud noise, fumes or dust, oily or wet environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two-way radio
- Photographic and video equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)

PHYSICAL REQUIREMENTS

- Substantial lifting (up to 50 pounds) is required
- Ability to walk and stand for extended or continuous periods of time
- Ability to climb staircases, ladders, and/or step stools
- Ability to access difficult to enter spaces (e.g., meter vaults, roofs, basements, tanks, field equipment, cramped quarters)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *applicable federal, state, and local laws, regulations, and guidelines, including regulations governing metered and assessed water accounts

Moderate knowledge of:

- geographical locations in the City
- AMR and AMI water meter reading systems
- applicable computer hardware and software technology
- record keeping and report preparation methods, practices, and procedures
- customer service techniques

Some knowledge of:

- supervisory methods, practices, and procedures

Knowledge of:

- applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Water Rate Taker or Water Meter Assessor classes

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something

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- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Other skills as required for successful performance in the Water Rate Taker or Water Meter Assessor classes

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other abilities as required for successful performance in the Water Rate Taker or Water Meter Assessor classes

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Water Rate Taker or Water Meter Assessor classes

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.