



Code: 6556

Family: Construction, Maintenance, and Skilled Labor

Service: Operation and Construction

Group: Industrial Trades

Series: Mechanical Trades

CLASS TITLE: SUPERINTENDENT OF WATER METERS

CHARACTERISTICS OF THE CLASS

Under direction, manages the operations of the Water Meter Division of the Department of Water Management, and performs related duties as required

ESSENTIAL DUTIES

- Plans and directs the overall activities and work of meter shop employees including the supervision of foremen and supervisory staff responsible for assigning and directing the work of skilled trades and unskilled personnel
- Implements work standards and operating procedures, evaluates staff performance, and enforces disciplinary actions when appropriate
- Oversees the testing of new meters received from vendors and the maintenance of inventory records of meters and meter numbers
- Directs the issuance of meters to plumbing contractors upon presentation of permits for installation
- Directs meter maintenance and repairs to be made to faulty water meters on consumers' premises and their removal to the shop for repairs
- Directs staff responsible for overseeing the requisitioning, receiving, issuing, and accounting for materials, tools, supplies, and equipment used in meter repairs
- Prepares and reviews specifications for procurement of water meters and related equipment
- Develops plans and procedures and implements programs to meet the City's objective of converting non-metered, assessed accounts to metered accounts
- Directs staff responsible for overseeing the reading system for all residential, commercial, and suburban water meters
- Directs the preparation of the division's annual operating and personnel budget and the preparation of budgetary and productivity reports
- Responds to complaints and requests for information from the general public, vendors, contractors, and public officials
- Maintains working relationships with the heads of suburban water departments doing business with the City to schedule repairs and maintenance of the meters supplying their communities

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

- Nine (9) years of work experience in the operations and administrative activities of water meter repair and maintenance, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration or a related field, PLUS seven (7) years of work experience in the operations and administrative

activities of water meter repair and maintenance, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration or a related field, PLUS five (5) years of work experience in the operations and administrative activities of water meter repair and maintenance, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college or university with a Masters's degree or higher in Business Administration or a related field, PLUS four (4) years of work experience in the operations and administrative activities of water meter repair and maintenance, of which three (3) years are in a supervisory role related to the responsibilities of the position

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

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)
- Cameras and related equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)
- Two-way radio

PHYSICAL REQUIREMENTS

- Ability to operate automotive vehicles and associated equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *principles, theory, methods, and procedures applicable to the installation, repair and maintenance of water meters
- *use of safety equipment and protective gear

Moderate knowledge of:

- applicable City operations (e.g., water meter, water distribution)
- *applicable safety and code standards, including OSHA standards
- *management and supervisory principles, methods, practices, and procedures
- budgetary and fiscal management practices

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Assistant Superintendent of Water Meters class

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, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- *MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- NEGOTIATION - Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Assistant Superintendent of Water Meters class

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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

Other abilities as required for successful performance in the Assistant Superintendent of Water Meters class

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

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- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- 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 Assistant Superintendent of Water Meters class

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.

City of Chicago
Department of Human Resources
July, 2018; May 2025