

Title: Field Services Supervisor
PG: 47
Status: Civil Service
Position Reports to: Manager of Field Services
Department: Lakeland Electric

Class Code: 6039
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a technical lead position that is responsible for directing the functions involved with the connection and disconnection of electric and water meters for utility service at customer locations. Work involves meeting daily objectives by guiding, assisting, monitoring and generating reports on the team. The focus is on work group performance as well as maintaining good customer relations. The position is directly responsible for the training of new employees and conveyance of policies and procedures.

ESSENTIAL FUNCTIONS:

1. Monitors daily performance of meter service workers in the field.
2. Evaluates and modifies training procedures. Coordinates training for all new team members and for all relievers from Meter Reading.
3. Evaluates team members and completes performance reviews.
4. Interviews and hires new employees.
5. Records, reports and evaluates meter service activities.
6. Coordinates fair and consistent route workload (orders).
7. Ensures daily completion of routes by team members.
8. Resolves customer complaints concerning team members.
9. Maintains inventory of supplies and equipment for team members.
10. Handles all safety issues found in the field to ensure or facilitate prompt correction.
11. Assesses situation from home and determines appropriate after hours action regarding reconnection of delinquent customers that are refused service from control dispatchers.
12. Coordinates and facilitates the installation of surge protectors at customer's premises.
13. Provides technical support and trouble shooting of all complaints on surge protectors.
14. Performs all functions as required of meter service workers.

ADDITIONAL RESPONSIBILITIES:

1. Performs duties of the Manager of Field Services as needed.
2. May assist Revenue Protection Investigator, assist in theft investigations, and appear in court as ordered.
3. Assists the Manager of Field Services with special projects and assignments.
4. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Extensive knowledge of the regulations, policies, and procedures associated with meter reading functions and meter service functions.
2. Knowledge of local geography and street locations of the area serviced by the department.
3. Knowledge of hazards regarding meter connection and disconnection.
4. Ability to establish and maintain effective working relationships with co-workers, other City employees, and the general public.
5. Ability to plan, supervise, communicate, coordinate, assign, and evaluate multiple tasks and functions.
6. Ability to prepare reports.
7. Ability to communicate effectively, both verbally and in writing.
8. Ability to work outdoors in all types of weather.

Title: Field Services Supervisor
PG: 47
Status: Civil Service
Position Reports to: Manager of Field Services
Department: Lakeland Electric

Class Code: 6039
Date: 09/08

9. Ability to speak and hear clearly while operating a hand held radio.
10. Ability to operate City vehicles safely.
11. Ability to walk over all types of terrain to access meters.
12. Ability to identify different types and classes of meters from single phase to 3 phase.
13. Knowledge of the proper procedures used to safely connect and disconnect meters and to safely install and remove surge protectors.

WORKING ENVIRONMENT/CONDITIONS:

Requires active work that involves walking or standing most of the time.
Requires the ability to exert up to 50 pounds of force on a recurring basis.
The job risks exposure to electrical shock, adverse weather conditions, traffic, extreme hot/cold temperatures, bright/dim light, dusts, pollen, fumes/noxious odors, wet and or humid conditions.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
2. Three (3) years of meter service experience.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
4. Completion of City University Level one (1) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. Must be willing and able to work various shifts on a rotating basis.
4. Must be accessible after hours to handle special situations regarding customers calling control.
5. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.