



## **FIELD SERVICES SUPERVISOR**

### **NATURE OF WORK**

Serves the public with responsible administrative and public relations work in the supervision and coordination of field services activities, programs and initiatives, and meter reading functions associated with the municipal water system.

### **DISTINGUISHING FEATURES**

Work involves responsibility for supervising field service functions and activities. Duties include supervising and assisting a subordinate staff of Field Service Inspectors, Meter Readers, and Sr. Clerks engaged in receiving requests for water service; scheduling service and preparing work orders; receiving and answering customer inquiries regarding water services and accounts; investigating and resolving service and billing complaints; managing meter supply inventories; planning meter/ERT replacement schedules; conducting water service inspections; reading meters and importing/exporting readings into the billing system. An employee in this class must have considerable knowledge of field service functions and activities, and must possess good interpersonal, supervisory, and public relations skills.

### **ESSENTIAL FUNCTIONS** (These essential duties are only illustrative.)

Supervises field service functions and activities and coordinates water service activities by planning, organizing and prioritizing the work of the Field Services Section.

Assigns, supervises, coordinates and evaluates the work of subordinate employees; provides training and guidance; initiates disciplinary action as necessary.

Supervises staff members in receiving requests for water service, scheduling service and preparing work orders, and reviewing completed work orders to ensure that service work was performed.

Supervises meter-reading activities; supervises and performs the importing and exporting of meter readings from the data collector and handheld devices to and from MUNIS.

Adheres to all billing schedule deadlines necessary to assure accurate and timely billing based on published schedules.

Manages all MVRS-MUNIS testing; ensuring all meters are tested and compatible with current system including test circles and any other applications necessary for successful meter reading/billing.

Supervises the receiving and answering of customer inquiries regarding services, and investigating and resolving service complaints.

Discusses delinquent accounts with the Finance Department and coordinates delinquent turn-offs if needed.

Maintain effective communication with other managers and supervisors involved in the water billing process.

Reports to: Deputy Water  
Superintendent



Class Code: 3768

Grade: 109

FLSA: Exempt

Supervises the maintenance of files and records; supervises and assists in the preparation of reports.

Assists in the preparation of annual budget requests for the Field Services Section; monitors budget expenditures.

Develops, recommends, and implements field service operating policies and procedures.

Assures compliance with sound, safety practices.

Ensures that field service functions and activities comply with all applicable ordinances, codes, regulations, policies and procedures.

Maintains reasonable and predictable attendance.

### **SUPERVISION RECEIVED**

Work is performed under general supervision of the Deputy Water Superintendent who allows considerable latitude and independence in making decisions and carrying out essential tasks and assignments to completion. Work is reviewed periodically for adherence to policies and procedures, for timely accomplishments of tasks, and for overall results achieved, and the degree to which work meets established work standards.

### **SUPERVISION EXERCISED**

Employee exercises supervision over Field Service Inspectors, Meter Readers, and Sr. Clerks engaged in carrying out the various functions and requirements of their respective positions. Supervisory responsibilities include scheduling, assigning and evaluating work, establishing work priorities, resolving personnel and work related problems and issues, recommending disciplinary actions, and performing other supervisory duties.

### **WORKING CONDITIONS & PHYSICAL DEMANDS**

Work is performed primarily in an office setting, although work activities frequently require travel to other facilities and work sites throughout the city to attend meetings and conferences, and to review work in progress. Work exposes employee to everyday risks that require normal safety precautions. Work is primarily sedentary in nature and activities require sitting, standing, walking, bending, climbing stairs, lifting, moving and carrying light objects, using arms hands and fingers to operate personal computer and to drive a vehicle. Occasionally work exposes employee to adverse weather.

### **SUCCESS FACTORS (KSAs)**

Considerable knowledge of public relations methods, techniques, principles and practices.

Considerable knowledge of the ordinances, codes, regulations, policies and procedures relating to customer service functions and activities.



Knowledge of supervisory principles and practices, and their application to field service functions and activities.

Knowledge of modern office principles and practices.

Skill in prioritizing, scheduling, directing and coordinating customer service functions and activities.

Skill in the operation of computers, computer databases, and related software.

Ability to assign, supervise and evaluate the work of subordinate employees.

Ability to prepare concise and accurate reports, and to maintain files and records.

Ability to communicate effectively, both orally and in writing.

Ability to answer inquiries and resolve complaints in an effective, tactful, courteous manner.

Ability to establish and maintain effective working relationships with superiors, subordinates, employees of other city departments, City officials, contractors, vendors and the general public.

### **EDUCATION, TRAINING & EXPERIENCE**

Graduation from an accredited two-year college or university with major course work in Public Administration, Business Administration, Marketing or a related discipline. Five years of experience as a customer service representative, two years of which must have been in a supervisory or lead worker capacity, or related experience, which provides the knowledge, abilities and skills required by the position. Any satisfactory equivalent combination of experience and training, which ensures the ability to perform the work may be submitted for required experience.

### **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Illinois Driver's License.

Effective June 1, 2018 all newly hired employees, including newly hired Department Heads, shall live within the municipal boundaries of City of Rockford within six (6) months of their completion of their introductory period.

Residency Requirement:

Effective June 1, 2018 all newly hired employees, including newly hired Department Heads, shall live within the municipal boundaries of City of Rockford within six (6) months of their completion of their introductory period.

Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.