

CITY OF HELENA



Position Title: Metering and Backflow Prevention Program Supervisor

Department: Public Works

Division: Utilities Maintenance

Grade: 147

FLSA: Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

The purpose of this position is to supervise and administer the meter and cross connection control programs for the city of Helena under the general direction of the Utility Maintenance Superintendent. The position develops and implements programs and procedures and directs, supervises, assigns, reviews, and participates in the work of staff responsible for providing utility services to residential and commercial customers through: water meter reading, installation, repair, and replacement activities; cross-connection control and backflow testing services and activities; new service line inspection and acceptance; collection and maintenance of utility customer service related information; and oversees customer service activities associated with the programs. The position performs a variety of supervisory and technical tasks relative to assigned area of responsibility and pursuant to and in support of the goals and objectives of the Division.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Metering and Service Line Program

The position reviews, advises and recommends meter sizes and type based on application to meet city standards for new residential and commercial meter installations; reviews building plans, recommends and develops meter installation requirements for utility system protection against cross-connection and backflow and proper metering of water, inspects new commercial meter installations for acceptance; develops and implements annual meter maintenance, replacement repair program to ensure accuracy billing for utility services (water and sewer); and plans and maintains yearly residential and commercial meter inventory. The position is responsible to review, recommend, inspect and approve new service lines for proper installation and operation of curb-boxes and meter and related equipment including valves, pressure reducers, by-pass and backflow devices. The position supervises, trains staff and administers the meter reading program. The incumbent is responsible to generate reports, develop procedures and supervise monthly meter maintenance activities to verify proper performance of radio read meters. The position will report on, recommend corrective measures and approve measures regarding, backflow incidents and consumption anomalies such as zero usage or high usage.

Cross-connection and Backflow Prevention Program

The position reviews, advises, inspects and tests backflow prevention devices on service lines to protect the public water supplies from cross-contamination and backflow; develops and implements yearly program to monitor operation; and performs routine inspections testing and maintenance on installed backflow prevention devices. The position is responsible for developing and implementing a backflow device testing and maintenance program to protect the public water distribution system. This includes training and instruction to staff and others on cross connection control backflow device operation, maintenance and installation and operational testing.

Maintenance Information Management

The position oversees the work order and information management systems related to the assigned programs. The position recommends software improvements, equipment purchases and policies and procedures to ensure accurate, timely billing of water consumption for water and sewer charges. The position also develops and maintains records and documents of locations of new meters, curb-boxes and backflow devices; and incorporates and provides data for utility maintenance and utility customer billing records. The position manages, oversees and maintains utility service related data for city GIS program and users including curb-boxes, meter, backflow devices, fire lines and other related information used in system operation and maintenance functions.

Customer Service and Utility Billing Support

The position and assigned staff interact with utility customers, contractors and Utility Customer Service Division daily through the assigned programs. The position oversees customer and contractor inquiries and complaints on a variety of service related issues; advises customers and contractors on meter, billing and service line issues.

Essential Knowledge, Skills and Abilities Related to this Position:

- Effective oral and written communication skills
- Customer service skills
- Good time management and organizational practices
- Problem solving and planning skills
- Ability to prepare and maintain records and prepare comprehensive, clear and concise reports
- Ability to develop and maintain effective working relationships with variety of stakeholders
- Knowledge of operations, services, and activities of a comprehensive metering reading and maintenance, cross connection control and backflow prevention maintenance and operation programs
- Knowledge of occupational hazards and standard safety precautions necessary in maintenance and repair work
- Knowledge of Federal, State, and local laws, codes, and regulations applicable to the job
- Ability to operate and maintain office, field equipment, tools, programs and vehicles used in area of responsibility
- Supervision, management and leadership skills
- Ability to read, interpret, and apply a wide variety of technical information consistent with established policies, procedures, laws, and regulations pertaining to assigned programs and functions
- Independently perform and or direct the most difficult testing and repair duties in the area of work assigned

Physical Demands:

The incumbent must possess the ability to, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, push, pull, and lift 50 lbs., distinguish color, and wear protective apparel. The position will be exposed to cold, heat, noise, outdoors, vibration, chemicals, explosive materials, mechanical hazards, electrical hazards, and traffic hazards.

The position must have the ability to travel to different sites and locations and have availability for shift work, on-call, stand-by, and emergency call as assigned.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of: Four years of responsible utility service operations and maintenance, meter maintenance, cross connection control or backflow prevention or related program management and administration experience including two years of direct supervisory experience. Training equivalent to the completion of the twelfth grade supplemented by course work in business administration, personnel supervision, program management or a related field is required. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

Possession of, or ability to obtain and maintain, a Cross-Connection Control and Backflow Device Testing Certificate, issued by the American Backflow Prevention Association within six months of hire.

Possession of, or ability to obtain and maintain, a Backflow Specialist Certificate, issued by the American Backflow Prevention Association within nine months of hire.

It is desirable for the candidate having obtained the required certifications to also have the ability to obtain and maintain a Proctor Certification issued by the American Backflow Prevention Association within a 2 year period of hire as determined by the supervisor to satisfy the staff training components of this position.

Possession of, or ability to obtain and maintain a valid Class I Water Distribution Operator Certificate issued by the State of Montana within one year of hire.

Supervision Received:

Supervised by the Utilities Maintenance Superintendent; receives occasional program direction from the Public Works Director.

Supervision Exercised:

Exercises direct supervision over assigned technical and maintenance staff.

<p>The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
