

**City of Manteca
WATER METER SERVICES SUPERINTENDENT**

Class Spec Code	###	Established Date	11/01/2025
Occupational Group	Mid-Manager Association (MMA)	Revision Date	February 2026
		FLSA	Exempt

DEFINITION

Under general direction, supervises, assigns, reviews, coordinates, and directs the work of staff performing water meter reading, maintenance, and repair within the Utilities Department, including installation, maintenance, and repair duties of water meters and related service lines; supervises the identification and repair of leaks; conducts water quality testing; coordinates assigned activities with other City departments, divisions, sections, outside agencies, and with the general public; provides highly responsible and complex staff assistance to management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This classification is responsible for planning, organizing, and managing the operations of the meter services in the Utilities Department. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the section. Employees serve as a specialist, liaison, and advocate for the section, with regular contact and interactions with City senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

REPRESENTATIVE DUTIES

Essential Duties:

Management may amend duties pursuant to the Americans with Disabilities Act (ADA) so qualified employees can perform the essential functions of the job.

- Plans, develops, administers, implements, and oversees the daily functions, operations, and activities of the meter services and systems maintenance section of the Utilities Department.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the section; recommends within department policy, appropriate service, and staffing levels; recommends and administers policies and procedures.
- Develops, administers, and oversees section budget; determines funding needed for

staffing, equipment, materials, and supplies; conducts studies to forecast spending and cost benefits for assigned special projects and potential services; monitors expenditures and submits invoices for supplies and equipment; ensures compliance with budgeted funding.

- Develops requests for proposals for services and/or equipment and reviews the bid processes; evaluates proposals and recommends contract/purchase order award; reviews, approves, and processes invoices in accordance with contract/agreement specifications and established policies and procedures.
- Serves as liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Provides complex staff assistance to the Utilities Director; prepares reports and correspondence concerning new or ongoing programs and program effectiveness; prepares statistical reports as required; establishes and maintains working and official section files; ensures the proper documentation of operations and activities.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures; supervises various supervisors assigned to section activities.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.
- Participates in long-term planning to assess and allocate resources for future needs relative to the areas of responsibility.
- Plans, schedules, and oversees the installation, maintenance, and repair of water meters, including advanced radio-read equipment; ensures inspections for damage or leaks are completed, and directs corrective actions such as meter exchanges, minor leak repairs, and lid replacements; reviews and reports on inoperative or bypassed meters and related issues.
- Directs and manages work assignments for service turn-ons and shut-offs, customer notifications of shutdowns, and follow-up on previous service interruptions; oversees maintenance of water yard facilities and ensures operational readiness.
- Investigates and resolves complex issues related to unusual meter readings, high-bill complaints, taste and odor concerns, and pressure-related problems; authorizes re-reads and determines corrective measures or initiates work orders for further action.
- Administers water meter account management by ensuring accurate installation inspections, assigning meter numbers, and verifying account data for proper billing and usage measurement; oversees updates to account information and ensures compliance with established standards.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Attends and participates in professional group meetings; stays abreast of latest trends

and innovations in the field of water metering, operations, maintenance, and quality.

- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, budget development and administration, and contract administration and management.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Operations, services, and activities of a meter reading program.
- Advanced methods and procedures for troubleshooting, installing, testing, and replacing water meters.
- Procedures for water utility billing.
- Advanced methods and techniques of reading water meters, including remote monitoring.
- Principles and practices of water quality testing and water production.
- Operational characteristics of meter reading devices and related tools and equipment.
- Arithmetic and statistical techniques.
- General principles of risk management related to the functions of the assigned area.
- Occupational hazards, safety equipment, and practices related to the work, including the handling of hazardous chemicals.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned section.
- Record keeping principles and procedures.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the assigned section.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Coordinate and manage assigned projects and programs.
- Conduct strategic planning for assigned projects.
- Oversee and perform general and preventive maintenance activities.
- Operate light motorized equipment, hand tools, testing instruments and a computer and assigned software.
- Maintain the City's water metering system.
- Inspect and diagnose metering system operations and malfunctions, analyze situations accurately and adopt an effective course of action.
- Coordinate activities to ensure water quality is maintained in according to established guidelines.
- Perform mathematical calculations quickly and accurately.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Six (6) years of increasingly responsible experience in water system maintenance and repair, metering maintenance and installation, including two (2) years of experience in a supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid California State Water Board Water Distribution Operator Grade IV (D-4) Certificate, to be maintained throughout employment.
- Possession of a valid California State Water Board Water Treatment Operator Grade II (T-2) Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).