

## **Distribution & Meter Department Coordinator**

The Council Bluffs Water Works has an immediate opening for a Distribution & Meter Department Coordinator. This position under the general guidance of the Distribution & Meter Department Director, supervises and directs the daily activities of the department employees. Assists the department director with work planning, work assignments and job site inspections. Acts as Safety and OSHA Compliance Officer for the Department. Assures work site safety and worker compliance with OSHA and other federal, state, city and/or company safety requirements. High school diploma or equivalent required. Two years post high school education. Organization, planning and supervisory skills. Council Bluffs Water Works offers an excellent career opportunity and benefits package. Application deadline June 30, 2022.

If you are interested in this excellent career opportunity, send your resume to:

Distribution & Meter Department Coordinator  
ATTN: Karen Wisniski, Administrative Manager  
P O Box 309  
Council Bluffs, IA 51502-0309

You may view a detailed job description of this position on our website at [www.cbwaterworks.com](http://www.cbwaterworks.com).

### **POSITION DESCRIPTION**

**Title of Position:** Distribution & Meter Department Coordinator

**Department:** Distribution & Meter Department

**Title of Immediate Supervisor:** Distribution & Meter Department Director

**Definition:** Under the general guidance of the Distribution & Meter Department Director supervises and directs the daily activities of department employees. Assists the department director with work planning, work assignments and job site inspection. Acts as Safety and OSHA Compliance Officer for Department. Assure work site safety and worker compliance with OSHA and other federal, state, city and/or company safety requirements. Performs the duties of the Director in his absence.

**Major Responsibilities:**

1. In consultation with the Department Director, plans work and makes assignments to department employees. Coordinates the work with other government entities and private contractors.
2. Plan the yearly, monthly and daily work of the department and assign work to department employees. Assure the efficient use of personnel, equipment and material to accomplish the assigned work. Coordinate department work with other Water Works departments, private contractors and customers.
3. Assure the timely and accurate collection of meter readings from all active meters to meet the annual reading/billing schedule within the time limits set by management. Assure the prompt reading of meters for special, final or other needed meter readings.
4. Supervise and direct employees in the inspection, testing, cleaning and repairing of all types and sizes of water meters in the meter shop and at the site of installation. Continuously monitor the performance of meter readers for timely, efficient and accurate readings. Periodically re-route meter books and re-number accounts to improve meter reading efficiency and add new customers.
5. Plan, organize and supervise the annual testing of all large meters. Direct the repair or replacement of these meters as required. Assures that at least every two years all residential meter readings are compared to the outside reading device and differences reconciled.
6. Assigns daily work to Service Representatives, monitor their performance for timely, efficient and effective response to customer requests.
7. Receive and resolve calls from customers. Resolve customer complaints. Upon notification of any property damage due to water main breaks, service leaks, water meters immediately visit the site of the complaint and conduct an investigation including taking necessary photographs. Prepare a written report of the investigation for use in resolving the claim.

8. Assist in the preparation of the department annual operating and capital budget.
9. Monitor and maintain inventories and supplies for daily needs. Order meters and equipment for the department as required and approved.
10. Ensures vehicles are refueled, equipment properly parked, vehicles washed and the garage kept neat and clean.
11. Use a keyboard and computer to access customer records to provide information or update information. Create or maintain meter orders, records of hydrant meters or other documents or records required for the operation of the department.
12. Daily checks/inspects job and project sites to assure the work is progressing/completed in a safe, orderly and timely manner.
13. During the normal work day observes the Distribution system and its appurtenances for unsafe conditions, deterioration, and needed maintenance and repairs.
14. Using computers and other recording media prepares and maintains proper documentation and records on all work required and performed.
15. Represents the Water Works, its policies and positions, to other agencies and the public.
16. Assists the Director in preparation of employee annual evaluations.
17. Works with the general public, contractors and other entities, sometime under hostile conditions, in person and over the telephone in a courteous and professional manner.
18. Is required to carry a cell phone while on and off duty. Responds to after-hours emergency repair calls as required.
19. Develops and administers the safety program pertaining to the Department. Prepares rough drafts of plans and policies for staff comment and review. Gathers data, prepares reports and does research as directed by management for compliance with OSHA requirements. Assure confined entries are made in accordance with applicable OSHA regulations and company policies. Prepares, conducts and documents monthly department safety meetings.
20. Other duties as may be necessary or assigned.

**Required Knowledge, Skills and Abilities:**

Employees must be able to speak, read and write English with above average abilities. Must demonstrate ability to plan, organize, and direct work crews, and perform all necessary record keeping pertaining to Distribution & Meter Department. Must be able to work with little or no direct supervision. Must possess at time of employment, or obtain within six (6) months of date of employment, a valid Class B Commercial Driver's License with air brake endorsement, usable in Iowa. Must be able to work overtime as needed with little or no advance warning.

**Required Experience and Training:**

High School diploma or equivalent.  
Two Years post high school education.  
Experience working with little direct supervision.  
Previous experience with safety programs and/or OSHA requirements.  
Organization, planning, and supervisory skills.

**Certification:**

The certification requirements of the Iowa Department of Natural Resources (IDNR) for distribution systems require a certified operator be in responsible charge. Such certification is desired for all members of management in the Distribution & Meter Department. It is desirable that the employee possesses at time of employment, or obtains within eighteen (18) months of date of employment, Iowa Grade I Water Distribution Operator Certification. Thereafter, it is desirable for the employee to progress through the remaining Grades as and when eligible until employee obtains a Grade IV Water Distribution Plant Operator Certification. It is desirable that the employee obtain the Grade IV Certification in a timely manner acceptable to the employer and as allowed by IDNR rules and regulations.

**Physical Requirements:**

Must be sighted.  
Must be insurable.  
Must be able to hear normal conversation.  
Must be able to use standard touch-tone telephone and two way radio.  
Must be able to speak English clearly at normal rate of conversation.

Must be able to walk over uneven terrain at construction sites or other areas under all weather conditions.  
Must be able to climb out of and descend into excavations using the slope of the excavation for shallow excavations and by means of ladder for deeper or shored excavations.  
Must be able to climb out of and descend into meter pits/confined spaces.  
Must be able to wear a hard hat and other required PPE.  
Must be able to drive and operate various department vehicles and equipment.