

Summary of Duties : Supervises a unit engaged in field collection of utility bills, inspection and investigation of water and electric services, or turning water and electric services on and off and reading water and electric meters; and does related work.

Distinguishing Features : A Commercial Field Supervisor supervises the field activities of one of several units in the Commercial Division and Customer Services Division of the Department of Water and Power. An employee of this class is responsible for supervising and coordinating the overall activities of one of these special units in the office and field. A Commercial Field Supervisor has a considerable amount of public contact and must deal tactfully and effectively with all customers especially when investigating complaints or irregularities. An employee of this class makes the final determination as to the proper method of resolving special or difficult problems. Assignments are received in terms of desired objectives, and the work is reviewed by the results obtained.

Examples of Duties : Plans, directs, coordinates, and supervises the activities of a group of field and clerical personnel engaged in field collection of delinquent accounts, field credit investigations, meter reading, or investigation of various customer complaints; assigns districts to field collectors and supervises their training and instruction; analyzes results of field surveys, daily and monthly reports to determine efficiency and effectiveness of unit operations; makes investigations and final disposition of customer complaints; makes recommendations for changes in policies and procedures, and maintains office rules, regulations and policies; fulfills supervisory affirmative action responsibilities as set forth in the City's Affirmative action plan;

Supervises activities of field service crews engaged in turning electric services on and off, obtaining water and electric meter reading, collecting deposits and closing bills, shutting off electric and water services, and completing house checks; supervises dispatchers relaying information or orders to field personnel; makes various recommendations related to employee performance and changes in established procedures; investigates problems involving working conditions and customer complaints;

Supervises the work and activities of field complaint adjusters engaged in determining factual data relative to condition of meters, service connections, plumbing and electric fixtures; explains policies, rules and adjustments to customers; supervises office activities in maintaining records and transactions; checks and reviews completed field investigations; supervises investigation of irregular meter or service connections and suspected illegal diversion of electricity or water; acts as a witness in court cases involving such investigations; requisitions supplies and equipment; makes reports and recommendations regarding operations of the unit; may substitute for the supervisor in his/her absence; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications : A good knowledge of the organization, function, practices, policies, procedures, rules and regulations of the Customer Service Division and Commercial Division relating to the furnishing of utility services; a good knowledge

of the operation of electric and water meter, electric appliances and water facilities and test to determine the cause or validity of service complaints; a good knowledge of the laws pertaining to the collection of delinquent accounts serving legal processes, and criminal law; a good knowledge of the electric and water rate schedules of the Department; a good knowledge of safety principles and practices; a working knowledge of the laws and regulations related to equal employment opportunities and affirmative action; a working knowledge of the principles of supervision, common office practices and procedures; a working knowledge of the geography and topography of the City; a general knowledge of the City's personnel rules, policies and procedures; and general knowledge of memoranda of understanding as they apply to subordinate personnel; the ability to deal tactfully and effectively with the public, sometimes under adverse conditions; the ability to maintain routine records; the ability to write clear and concise reports; and the ability to direct the work of office and field employees.

Two years of full-time paid experience as a Senior Commercial Field Representative or in a class at that level involved in the field inspection and investigation of customers' water and electrical services; or, two years of full-time paid office clerical experience in commercial field activities at the level of Commercial Service Supervisor is required for Commercial Field Supervisor.

License: A valid California driver's license and a good driving record are required.

Physical Requirements: Strength to perform average lifting up to 15 pounds and occasionally over 25 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.