

July 1, 2010

## CLASS SPECIFICATION

### SAN DIEGO CITY CIVIL SERVICE COMMISSION

### COMPLIANCE AND METERING MANAGER - 1805

#### DEFINITION:

Under direction, to manage and administer the City's meter reading activities, code compliance, water and sewer rate dispute resolutions and field investigations; and to perform related work.

#### \* EXAMPLES OF DUTIES:

- Plans, directs, and administers the City's meter reading program and researches new technology;
- Directs field investigations and resolves issues with metering errors;
- Pursues investigations of water theft through Code Compliance Officers;
- Investigates customer service complaints and recommends resolutions;
- Analyzes regulations and water and sewer rates for commercial users;
- Mediates billing rate disputes;
- Conducts organizational analyses;
- Coordinates business process improvement, efficiency, consolidation and reengineering efforts;
- Works with the City Attorney's Office to resolve water billing litigation issues;
- Establishes policies and ensures conformance of program operations to established standards;
- Oversees the development of the section budget and monitors expenditures;
- Prepares and authorizes Requests for Council Action;
- Assists in making presentations to the Mayor and City Council;
- Trains, supervises, and evaluates the work performance of subordinates;

#### MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

College graduation with a Bachelor's degree or equivalent education (i.e. minimum completed units = 120 semester/180 quarter); **AND** five years full-time experience performing field service operations in a government agency or public/private utility (i.e. water, sewer, gas, electric, telephone, or cable television services). Qualifying experience must include responsibility for code or regulatory compliance, field startup/termination of service, metering of service usage, and/or field investigations related to customer service. Three years of qualifying experience must have been at the supervisory or managerial level overseeing subordinate staff. One year of experience must have included conducting operational studies, developing operational policies and procedures, and formulating program efficiency and effectiveness measures and/or recommendations. Additional qualifying professional experience may be substituted for the education lacked on a year-for-year basis.

- \* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.