

MAJOR FUNCTION

This is responsible administrative and public facing work, work managing the activities of the Customer Field Operations Division for municipal utilities. This role includes overseeing meter services, coordinating utility service connections and disconnections, maintaining the smart grid and Advanced Metering Infrastructure (AMI), and coordinating cross-functional investigations into utility diversion and illegal consumption. The administrator ensures accurate and timely updates to customer accounts by entering and maintaining data in the IMAX billing system. This position requires strong operational oversight, technical understanding of metering systems, and the ability to work independently. While general direction is provided by the Assistant Director of Customer Operations, the incumbent is expected to exercise sound judgment and initiative in carrying out daily responsibilities. Performance is evaluated through direct observation, routine updates, review of reports and records, and overall results in key service areas.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties This position leads the Customer Operations Field Services Division within the municipal utility, overseeing a multidisciplinary team comprising Meter Service Supervisors, Field Foremen, Utility Technicians, the Revenue Protection Unit, Communications Operators, and Administrative personnel. This position is responsible for managing all field activities associated with electric, water, and gas services, including meter reading, disconnections and reconnections, infrastructure maintenance, and communications network support. The administrator ensures the functionality, accuracy, and security of the Advanced Metering Infrastructure (AMI) system, including the reliable transmission of interval meter reading data via Gatekeepers into the AMI head-end system and Meter Data Management System (MDMS). This data supports not only billing integrity but also regulatory reporting, load forecasting, and operational decision-making.

A core function of this role is the administration of the Revenue Protection Program, which safeguards public assets by investigating utility theft, meter tampering, unauthorized use, and abnormal consumption patterns. Utilizing AMI alerts, analytics platforms, and geospatial tools, the administrator leads targeted investigations and enforcement efforts to preserve the integrity of municipal utility revenues. The administrator also plays a central role in integrating advanced metering and field technologies with broader municipal systems, including the Umax Billing System, Outage Management System (OMS), Geographic Information Systems (GIS), Mobile Work Management System (MWM), Work and Asset Management System (WAMS) and Supervisory Control and Data Acquisition (SCADA), ensuring seamless data flow and coordinated operations across departments.

Collaboration with city leadership, public works, information technology, and regulatory compliance teams to align field service strategies with citywide goals and utility-specific mandates. Oversight of the planning and deployment of mobile workforce tools, GPS-enabled fleet systems, and field asset management platforms to maximize efficiency, accountability, and customer responsiveness. This role also manages all tools, equipment, and non-revenue fleet vehicles assigned to field operations, ensuring their effective use, compliance with procurement policies, adherence to safety, and environmental standards.

Leadership development and staff performance management are key responsibilities of this role. The position involves providing technical guidance and mentorship to field personnel, assessing both individual and team performance, and overseeing critical HR functions—including hiring, terminations, disciplinary actions, grievance resolution, and merit-based recommendations—in alignment with municipal HR policies and labor agreements. Additionally, the individual is expected to foster a workplace culture rooted in safety, professionalism, continuous improvement, and a strong commitment to public service.

This role demands strong analytical capabilities, including the ability to design and interpret operational dashboards, service performance metrics, meter reading outcomes, billing accuracy reports, field audit findings, and customer service data. These analytics support strategic planning, policy development, budget formulation, and continuous improvement of service delivery. As a key representative of the utility, the administrator interacts with residents, community organizations, interagency stakeholders, and elected officials to address service-related concerns, offer technical expertise, and foster transparency and public trust in municipal utility operations. Additional duties may be assigned to meet evolving organizational needs, regulatory changes, and service expectations.

Other Important Duties

Engages with public agencies, vendors, and members of the public as required by job responsibilities. Participates in departmental meetings and collaborates with internal teams. Completes special projects and performs other related duties as assigned

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

The position requires extensive technical knowledge of utility operations, including the laws, regulations, ordinances, and statutes governing meter reading, meter services, and Advanced Metering Communication Networks. A thorough understanding of the City's geographic layout and service area is essential, along with significant expertise in Advanced Metering Infrastructure (AMI), Meter Data Management Systems and the UMAX billing platform. A solid understanding of utility diversion laws, investigation and prosecution procedures, and automated system integrations is essential—particularly as they relate to multi-service meter reading and utility billing platforms. The role also demands proficiency with mobile work management systems and mobile applications to enhance field operations, streamline work order management, and support real-time communication between field staff and office personnel. The ability to operate laptops and mobile devices effectively is vital for accessing systems, conducting fieldwork, and managing data on the go.

The position involves supervising technical teams, requiring strong leadership, accountability, and a commitment to safety and ethical standards. The individual should be well-versed in supervisory practices, resource planning, and advanced research methods to gather, interpret, and apply operational data. Strong written and verbal communication skills are essential, along with the ability to draft technical reports and develop procedural documentation. This position demands the ability to navigate complex and sometimes high-stakes public interactions, demonstrating professionalism, discretion, and sound decision-making.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, finance, accounting, management information systems, or a related field and a least three years of professional, technical or administrative experience in computer systems operations, utility billing systems, utility accounts systems, electric metering, meter reading or utility service work; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 12-27-83
Revised: 03-06-87
01-16-90
04-04-95
02-16-96
02-22-96
09-04-98
01-22-04
08-10-09*
11-02-13
05-01-25