

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE: AMI-MDMS Utilities Supervisor
JOB CODE: 656
CLASSIFICATION: Non-Exempt
DEPARTMENT/DIVISION: DPU-GWS
SUPERVISOR: GWS Superintendent

Position Summary:

Under general supervision of the Gas, Water and Sewer (GWS) Superintendent, the Advanced Metering Infrastructure Meter Data Management System (AMI-MDMS) Utilities Supervisor oversees the field activity of the AMI Technicians. Coordinates AMI activities including installing, programming, inspecting, testing, calibrating, maintaining and repairing of electric, natural gas and water meters and AMI equipment (including electric smart meters and smart end points for natural gas and water). Establishes and monitors meter reading routes and schedules for the AMI Technicians for those customers who have opted out of the AMI program. Works closely with Electric Distribution; GWS Division; and Customer Care Center to perform other field-related metering services in accordance with departmental procedures, processes and established safety protocols.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time.

Essential Duties and Responsibilities:

- Gas, Water, Electric metering system administration
- Manages the daily operation and performance of the AMI Head End and MDMS platforms, to include data management, perform system upgrades, and provide technical support.
- Supervises AMI and/or Meter Technicians; schedules work assignments; recommends personnel actions including hiring, promotions, performance evaluations, and disciplinary action; monitors AMI/Meter Technicians work and will assist in the field to ensure that work assignments are completed timely.
- Responsible for the safe, timely and accurate completion of field services duties, to include, but not limited to, manually reading electric, natural gas and water meters for customers who have opted out of the AMI program, including first/final reads.
- Ensures consistency of meter readings by generating and analyzing reports from the RNI software or the smart phone software for missed meter reads, high consumption, faulty end points, reverse flows, etc.
- Represents DPU to customers in the field to listen, answer to high/low reads, consumption anomalies, AMI and metering issues or questions.
- Provides skilled installation, troubleshooting, and maintenance of AMI equipment and meters.
- Coordinates meter uploads into the Sensus analytics software and then billing software system and reviews Vflex files to ensure all meters are registering in the billing software.
- Monitors receiver, collector and end point warranties, as well as AMI equipment (meters, and end points) inventory and supplies.

- Inspects meters for damage, defects, and unauthorized connections and report irregularities to next level supervisor.
- Identifies and reports meter tampering and theft of service.
- Follows safety protocols, procedures and processes as identified in the departmental safety manual.
- Interacts with internal Los Alamos Department of Public Utilities' staff, including Electric Distribution; GWS Division; and Customer Care Center; and customers in the field, as required.
- Maintains confidentiality.
- Contributes to team efforts.
- Performs other duties as assigned

Minimum Qualifications:

- Associate's degree in Computer Science, Information Technology, Electrical Engineering, Water Systems Technology, or equivalent combination of education and related work experience.
- Five years' minimum experience in electric, gas, and water meters. Which must include three years' experience with AMI systems, MDMS platforms, utility operations or equivalent combination of education and/or experience related to discipline.
- Two years of supervisory experience across all years of experience.
- Must possess, or ability to obtain within first six (6) months of employment and maintain Water Systems Level II Certificate.
- Must possess, or ability to obtain within first thirty (30) days of employment and maintain a valid New Mexico Class D driver's license.
- Must successfully complete the county's physical examination prior to commencing work.
- Successful completion of mandatory drug screening and subsequent random drug and alcohol screenings.
- Must have or obtain within six months of employment and maintain certification in CPR and First Aid and Defensive Driving Course certificates.

Preferred Qualifications:

- Bachelor's degree in Computer Science, Information Technology, Electrical Engineering, Water Systems Technology, or a related field.
- Relevant AMI/MDMS certifications (e.g., Itron, OpenWay,).IT certifications (e.g., CompTIA Network+, Microsoft Azure Fundamentals).
- Possess a Journeyman or Contractor plumbing license or training
- Possess a Gas Fitter license in the State of New Mexico

Knowledge, Skills, and Abilities:

- Knowledge and understanding of the principles and operation characteristics of gas, water, and electric meters.
- Knowledge of the fundamentals of supervision and the ability to establish and maintain an effective working relationship with county employees, officials and the public.
- Knowledge of occupational hazards and safety precautions pertaining to reading electric, gas and water meters

- Knowledge of federal, state, and local regulations and standards for all relevant systems.
- Knowledge of customer service standards and procedures
- Skill in operating various software programs, including Sensus analytics, RNI, billing software, work order, smart phone meter reading, word-processing, spreadsheets, and database software programs in a windows environment
- Skill in maintaining records
- Skill in operating various job-related equipment
- Skill in developing effective customer/client relationships
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Ability to produce work with accurate and complete records
- Ability to plan schedule direct supervise and review the performance of subordinates in a manner conducive to productivity and high morale
- Ability to communicate effectively, both orally and in writing
- Ability to operate recording devices, such as utilicorder and other office equipment.
- Ability to read diagrams, specifications and blueprints, and learn layout of county streets and location of electric, gas and water lines
- Ability to apply principles of electric, gas and water metering and deal with abstract and concrete variables to solve practical problems
- Ability to calculate math equations involving decimals and fractions. Ability to read, understand, follow, and enforce safety procedures
- Ability to communicate technical information to non-technical personnel; plan and conduct safety training to individuals and groups and conduct effective meetings.
- Ability to investigate, gather data, compile information, analyze information, draw conclusions and prepare reports.
- Ability to react calmly and effectively in emergency situations.
- Ability to work around insects, reptiles and animals that are encountered along route or entering property.
- Ability to endure extended periods of walking, standing and stooping in a variety of weather conditions and extreme temperatures.

Physical Demands:

While performing the duties of this job, the employee routinely sits, stands, walks, talks and hears. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment involves exposure to hazards or physical risks and requires following basic safety precautions. Work is performed in both indoors in a professional office setting and outdoor settings, with exposure to natural weather conditions and elements such as dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises. Travel, on-site response to emergency situations, evening, weekend and holiday work may be required on short notice.

This position is covered under the Department of Transportation (DOT), Anti-Drug & Alcohol Act pursuant to the Pipeline and Hazardous Materials Safety Administration (PHSMA) regulations, covering pre-hire, random, post-accident, and return-to-duty testing.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed:

Revised: