



Code: 1067
Family: Legal and Regulatory
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Assessing and Taxation

CLASS TITLE: CHIEF WATER RATE TAKER

CHARACTERISTICS OF THE CLASS

Under direction, supervises the field operations section of the Water Collections Division, and performs related duties as required

ESSENTIAL DUTIES

- Directs the work of supervisory personnel to ensure that work stations and routes are properly staffed to cover water meter reading throughout the City
- Manages the staffing, training, and deployment of personnel required for special projects
- Reassigns personnel between work stations to compensate for absences
- Distributes daily work assignments to supervisors
- Establishes target dates, deadlines and work goals in order to provide performance standards
- Makes recommendations to management concerning the budget
- Evaluates work reports and reviews GPS data to monitor production and staff performance
- Investigates complaints by consumers and/or supervisors regarding Water Rate Takers
- Interprets City regulations for the public
- Reviews timesheets and injury reports
- Authorizes requisitions for supplies and ensures the proper maintenance of division records

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Five years of experience in water rate taking operations, of which two years are in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)
- Two-way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Advanced knowledge of:

- *applicable federal, state, and local laws, regulations, and guidelines, including regulations governing metered and assessed water use

Considerable knowledge of:

- *geographical locations in the City
- *applicable computer software packages and applications
- *customer service techniques

Moderate knowledge of:

- *supervisory methods, practices, and procedures

Some knowledge of:

- *office management methods, practices, and procedures

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and codes

Other knowledge as required for successful performance in the Supervisor of Water Rate Takers class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Other skills as required for successful performance in the Supervisor of Water Rate Takers class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Supervisor of Water Rate Takers class

Other Work Requirements

- ACHIEVEMENT/EFFORT - Establish and maintain personally challenging achievement goals and exert effort toward task mastery
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Supervisor of Water Rate Takers class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
(Valtera Corporation)

Date: June, 2010