



Make working for  
The City work for you.



## Meters Supervisor

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Reporting to the Leader of Meters, you will be responsible for the overall daily operations of the meter team consisting of 4 Foremen and 24 Meter Servicemen. You will oversee the four areas in Meters: Consumptions, Pre-Install, Large Meters, and the Meter Shop. Manage performance of service contractors and meters suppliers, and ensure adequate inventory of all meter types, sizes and accessories. You will work closely with the Business Performance Lead, Meter Clerks, and Customer Experience and Billing section staff on process improvement initiatives and customer billing related concerns. Primary duties include:

- Manage staff including approval of weekly time sheets, annual vacations and monitor the absence support program.
- Schedule monthly safety meetings for entire department, chair monthly operations meeting (Leader & Foremen).
- Provide excellent customer service, resolve customer escalations including resolving any meter disputes and billing.
- Conduct monthly site inspections. Address installation issues and contractor concerns.
- Provide guidance related to worksite safety, job approach, regulatory compliance, and general quality assurance, and participate in special projects as directed by the Leader and business needs.
- Develop, track and report on related performance measures.
- Establish and implement operational business plan objectives, strategies, and actions; Develop, track, and report on related performance measures through the business planning mechanisms.
- Address problems as they arise, investigate and follow-up on incidents, as well as aid in trouble-shooting process.
- Establish and manage performance measures and expectations in accordance with union agreements.
- Coordinate the human resource functions of mentoring, coaching, and performance management.
- Strengthen the workplace by demonstrating and promoting the 4 C's (character, competence, commitment, and collaboration).

### Qualifications

- A High School diploma or equivalent (e.g., GED) and at least 8 years of related meter and plumbing experience, including at least 4 years of experience in a foreman or supervisory role.
- Equivalent combinations of experience and education may be considered.
- A valid Class 5 Driver's License (or provincial equivalent), with no more than 6 demerits and no current suspensions or charges pending is required.
- Proven ability to coach, counsel and develop employees and support continuous improvement.
- You have exceptional communication skills accompanied by strong customer focus.
- You have well-developed problem-solving abilities and analytical skills.

### Pre-employment Requirements

- A security clearance will be conducted.
- Must obtain a City of Calgary [operator's permit](#).
- Successful applicants must provide proof of qualifications.

Union: Exempt  
Position Type: 1 Permanent  
Compensation: Level D \$74,854 – 111,436 per annum  
Hours of work: Non-standard 38 hour work week  
Audience: Internal/External

Business Unit: Water Services  
Location: 625 25 Avenue SE  
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.  
Apply By: May 29, 2024  
Job ID #: 309883

Apply online at [www.calgary.ca/careers](http://www.calgary.ca/careers)