

**Job Title:** Metering Supervisor**Job Status:** Full-Time**Department:** Finance**Job Grade:** 604**Reports To:** Rates and Revenue Manager**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 12/19/2025**Location:** Service Center

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### Position Summary

Reporting to the Rates and Revenue Manager, the Metering Supervisor provides field-level oversight of daily metering operations, directing field crews in the, maintenance, and replacement of AMI interpreters and, coordinating on-site resolution of network and endpoint issues with internal NBU departments, overseeing manual meter reading activities to support accurate and timely billing, monitoring data integrity and operational performance, and supporting customer communications related to AMI field activities and usage concerns.

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### Essential Duties & Responsibilities

#### ESSENTIAL FUNCTIONS

- : Directs the analysis of customer meter data to resolve high or abnormal usage patterns, which either have, or could, result in high customer bills.
- Utilizes planning software, in conjunction with AMI meter rollouts, to reduce work requirements associated with reading meter manually.
- Coordinates with personnel on all resultant changes related to manually read meters.
  - Supervises and coordinates daily field operations for AMI metering, including installation, maintenance, replacement, and troubleshooting of meters and AMI communication equipment.
- Directs and supports AMI field crews to ensure work is performed safely, efficiently, and in accordance with NBU standards, policies, and regulatory requirements.
- Oversees manual meter reading activities to ensure accurate and timely customer billing and validate meter data integrity.
- Analyzes field and meter data to identify trends, exceptions, and opportunities for operational improvements.
- Supports customer communications related to AMI field activities, meter installations, and usage concerns.
- Maintains documentation, reports, and records related to AMI field operations and meter performance.
- Coordinates and dispatches field personnel through WOMS to obtain verified readings when requested by customers or Customer Service personnel and reports metering issues to related operating areas.
- Coordinates with Billing personnel to develop projected monthly schedules for manually and electronically reading meters.
- Accepts ownership of the Meter Reading system for obtaining manual meter reads. Coordinates with Operational Technology on upgrades and enhancements. Responsible for coordinating future efforts to implement new, more efficient, and effective processes.
- Assists in development and implementation of overall departmental planning, including the establishment of departmental goals and objectives to ensure that AMI Operations satisfies their responsibilities to customers and NBU Stakeholders.
- Determines staffing requirements and staff training needs. Selects, develops, and motivates qualified staff to effectively carry out department functions.
- Leads and directs the AMI Operations team to be safety conscious and to perform their work in a safe manner.
- Performs other duties assigned by management.

## GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable.
- Always adhere to NBU safety guidelines and practices in all situations.
- Maintain a clean and safe work area, office, field site and vehicle as applicable.
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general.
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents.
- Adhere to NBU policies and procedures.
- Exemplify NBU Core Values of Safety, Team, Integrity, Culture, and Stewardship,
- Participate in and support initiatives to reach annual NBU Performance Measures

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## Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Associates

Other: Technical degree or training specific to skills

Work Experience Time Frame: Three Years or More

required may be considered.

Field of Study: Metering

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## Certification and Licensures Requirements

- A valid Texas Driver's License is required to operate a company vehicle.

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## Other Minimum Qualifications

- Utilize current versions of computer software and hardware provided by NBU to research customer accounts, perform data entry, and to create other documents that are clear, accurate and grammatically correct.
- Current and valid Texas Drivers' license

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

Harris Northstar, Smartworks Metersense, Itron Temetra, Itron UIQ, Itron Operations Optimizer, Harris Mcare, , SSN Programmer, Itron Mobile Radio, FDM, Itron Field Tools

## Experience with Machines, Tools, Equipment and Other Work Aids

Vehicle, screwdriver, knives, shovel, hammer, hook, bolt cutters, loppers, volt meter, electrical rubber gloves, map, flashlight, hardhat, safety glasses, safety vest

Laptop, mobile phone, mobile units.

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## Physical Demands

### **Standing:** Occasionally

- ☒ Making Presentations
- ☒ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

### **Fine Dexterity:** Constantly

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☐ Calculator
- ☐ Calibrating Equipment

### **Walking:** Frequently

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

### **Lifting:** Frequently

- ☒ Supplies
- ☒ Equipment
- ☐ Files

### **Carrying:** Frequently

- ☒ Supplies
- ☒ Equipment
- ☐ Files

### **Sitting:** Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

### **Reaching:** Frequently

- ☒ For Supplies
- ☐ For Files

### **Handling:** Frequently

- ☒ Paperwork
- ☐ Monies

### **Kneeling:** Frequently

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

### **Pushing/Pulling:** Frequently

- ☐ File Drawers
- ☒ Equipment
- ☐ Table and Chairs
- ☐ Hose

### **Climbing:** Frequently

- ☒ Stairs
- ☒ Ladder
- ☒ Step Stool
- ☒ Onto Equipment

### **Vision:** Constantly

- ☒ Reading
- ☒ Computer Screen
- ☒ Driving
- ☒ Observing Worksite

### **Foot Controls:** Constantly

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

### **Balancing:** Frequently

- ☒ On Ladder
- ☒ On Equipment
- ☒ On Step Stool

### **Bending:** Constantly

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☒ Making Repairs

### **Crouching:** Constantly

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

### **Crawling:** Occasionally

- ☒ Under Equipment
- ☒ Inside Attics/Pipes/Ditches

### **Hearing:** Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public
- ☒ Listening to Equipment

**Twisting:** Constantly

☒ From Computer to Telephone

☒ Getting Inside Vehicle

**Talking:** Frequently

☒ Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** Click or tap here to enter text.

## Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Danger or Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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**Other:** Click or tap here to enter text.

**Primary Work Environment:** Outdoors/Field

Other: Vehicle, Outdoors/Field

**Overall Strength Demands**

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☐ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☒ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

**Non-Physical Demands**

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other:** Click or tap here to enter text.

**Employee Statement of Understanding**

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to

assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee's Signature

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Employee's Printed Name

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Date