

We are always looking for talented, energetic, and hard-working employees that want to serve their community

Company name: Capital Region Water

Title of position: Meter Supervisor

Position type: FT (Exempt)

Location: Harrisburg, PA

Join the CReW!

We offer competitive compensation, benefits, and opportunities for training and career development.

Description of responsibilities:

The Meter Supervisor is responsible for developing and leading a team to maintain the metering infrastructure, collecting readings for the billing cycles, overseeing Fireline compliance, and managing cross connection control program. This role involves planning and coordinating readings, ensuring proper maintenance, responding to unread, estimated, high-use, backwards meters and other reports.

- Supervise, train, and evaluate Customer Care Technicians while setting strategic direction for the division
- Plan and coordinate installation, calibration, maintenance, and replacement of water meters and MIUs.
- Oversee Investigation of high bill complaints, readings for settlement sheets, calibration of meters, low pressure issues and investigation of customer leaks.
- Manage audits for Cross Connection Devices and Fireline services including reading of meters and obtaining volume of water used annually for testing.
- Review reports on Automated Metering Software and ensure accurate billing cycle readings
- Coordinate service requests, work orders, and GIS updates using City Works
- Assess pipes, collaborate with contractors, engineers, and customers to plan and coordinate projects
- Manage budget for division and purchase equipment, maintain inventory of meters, MIU's and tools for staff.
- Develop and maintain standard operating procedures (SOPs)
- Ensure compliance with safety standards, regulations, and union agreements

Required experience:

- 5-10 years of experience in testing, repair, and installation of utility metering and billing operation depending upon size and complexity of system or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

- Experience in water system operations, maintenance, and minor construction
- Prior supervisory or team leadership experience preferred
- Experience working with automated metering infrastructure and related technologies

Required skills:

- Strong leadership and team development abilities
- Knowledge of metering systems, cross connection control, fireline services and billing systems.
- Knowledge of City Works, GIS systems, and automated metering software
- Analytical and problem-solving skills for system performance and troubleshooting
- Effective communication skills for working with staff, customers, contractors, and regulatory agencies
- Organizational and project management skills, including budgeting and scheduling
- Knowledge of safety practices, including confined space entry
- Ability to manage conflict and enforce policies fairly
- Flexibility to adapt to changing regulations and operational needs

Required Education:

- High school diploma or equivalent required
- Supplemental coursework in mechanical or technical subjects preferred

How to apply: [Careers - Capital Region Water](#)

For information on Capital Region Water, including more information on employee benefits and our company culture, visit our website at [Home - Capital Region Water](#)

*Capital Region Water is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*Capital Region Water actively promotes a diverse and drug-free workplace.*