



## Utility Operations Coordinator

### DEFINITION:

Under general supervision, performs technical, administrative, and clerical work in the scheduling and coordination of water and wastewater maintenance operations; performs customer service functions by responding to questions and problems regarding sewer and water operations, billing and permit processing, writes work orders and dispatches maintenance crews.

### SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from assigned management and supervisory staff. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS:

This is a fully qualified journey-level classification responsible for performing the full range of assigned duties. Positions at this level work independently, and exercise judgment and initiative, receiving only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

- Schedules and coordinates water and wastewater maintenance field work for the Operations Department
- Schedules new service installations for sewer and water and coordinates procedures with contractors; notifies agencies such as Caltrans and Placer County of activities which may impact their services.
- Communicates with Caltrans regarding proposed lane closure schedules.
- Maintains schedules and issues work orders for preventative maintenance such as wastewater collection system cleaning, microbial grease control, field inspections, mainline televising, and water facility inspections.
- Evaluates incoming service needs; writes service requests if warranted, dispatches the proper crew, or refers the customer to the proper authority for further action. Answers customer and contractor questions, requests for information or service, and complaints regarding sewer collection, water distribution, and District policies.
- Contacts, creates PO's and works with outside contractors for services such as Patch Paving, Water Storage Tank and Lake Intake cleaning, Snow Removal and Fuel Tank Inspections.
- Maintains department calendars which include multiple events such as personnel leaves, meetings, on-call schedules and other operational activities.
- Reviews maintenance records; inputs data into the Computerized Maintenance Management System (CMMS) to provide up-to-date maintenance and repair histories; maintains (CMMS) database ensuring entered information is accurate.
- Provides customer notification of impending maintenance work.

- Prepares maintenance time and materials billings from work orders; reviews for accuracy and submits to accounting; prepares job cost estimates for installs and repairs.
- Assists in the preparation of Operations Board Agenda items, bid specifications and contract documents by compiling all required information and ensuring all documents are in the proper format.
- Prepares and creates various documents and correspondence; maintains Operations Department filing system.
- Provides administrative support to department staff.
- Performs other related duties as assigned.

<b>MINIMUM QUALIFICATIONS:</b>
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*Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

#### EDUCATION AND EXPERIENCE:

Completion of the twelfth (12<sup>th</sup>) grade supplemented by specialized coursework in general office and business administration, and two (2) two years of administrative experience supporting a maintenance program, preferably in a utilities environment.

#### KNOWLEDGE OF:

- District services and operations as they specifically relate to wastewater collection and water distribution systems, and field operations.
- Standard operating procedures for work order processing and crew dispatch.
- Methods and techniques of scheduling service calls and installations.
- Operational characteristics of CMMS programs.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- District Ordinances, policies and procedures as they relate to sewer and water facilities.
- District standard with respect to the format of documents, reports and forms.
- Basic accounting principles and practices.
- The District's service fee structure.
- Methods and techniques for preparing service billings.
- District and mandated safety rules, regulations, and protocols.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, relevant to work performed.

#### ABILITY TO:

- Receive and triage service requests and identify appropriate course of action or refer to supervisor as needed.
- Write and process service work orders for customer and or preventive/predictive maintenance.
- Schedule and dispatch work crews consistent with service requirements.
- Perform administrative tasks in support of department operations.
- Organize and prioritize your work tasks; including the ability to handle unexpected emergencies and interruptions throughout the work day.
- Maintain and update CMMS database information.
- Perform mathematical computations accurately and quickly.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### LICENSES AND CERTIFICATIONS:

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.
- Possession of, or the ability to obtain within eighteen (18) months from date of hire, a California State Water Resources Control Board (SWRCB) Water Distribution Grade I Certificate.

#### TOOLS AND EQUIPMENT USED:

Personal computer, including word processing, spreadsheet, and database software, Crystal reporting, 10-key calculator, phone, cell phone, two-way radio, fax and copy machines.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees will occasionally be required lift, carry, push, and pull materials and objects weighing up to 20 pounds.

#### ENVIRONMENTAL CONDITIONS:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. At times the employee may be required to go into the field to monitor or be trained on working procedures related to water and sewer assets. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.