



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Water Operations Assistant
REPORTS TO: Water Superintendent

STATUS: Non-exempt / Union-IBEW
RANGE: Contract

POSITION SUMMARY: The Water Operations Assistant position is to assist the Water Superintendent with the scheduling and coordination of work performed by Water Service Center crews and contract crews. This position will verify completion of jobs, material issues, contracted services and start the review process for the closing of jobs. Other responsibilities include administrative support duties for the Water Superintendent associated with the operation, construction and maintenance of the water utility system. This position provides support and coverage for the Customer Service Representative duties. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Coordinates and schedules work performed by the water construction, maintenance and contract crews, including asphalt and concrete repair.
5. Calls for locates for the construction and maintenance crews.
6. Follows through on the completion and inspection of encroachment permits.
7. Inspects work orders to ensure completeness and that materials are issued out to start the job closing process.
8. Performs field visits to work sites to verify work completion for the purpose of job closings and associated documentation.
9. Coordinates pre and/or post construction meetings.
10. Processes account payables in a timely manner.
11. Prioritizes and follows through on daily work responsibilities. Regularly communicates work priorities to supervisor.

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12. Works efficiently and effectively with office and crew employees and with employees in other departments and divisions.
13. Performs administrative duties assigned by the Water Superintendent, including a wide variety of correspondence and documentation assignments.
14. Communicates clearly and courteously with customers, employees and other agencies by mail, email, phone and in person.
15. Verifies SUB's facilities in the field.
16. Maintains a valid Oregon driver's license and good driving and safety record.

Marginal Functions

17. Initiates and processes service orders and work requests for processing field work and opening and closing accounts.
16. Provides support and coverage for the Customer Service Representative with phones and walk-in customers when needed.
17. Performs data entry and maintenance of facility data bases (valves, hydrants, flush points).

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum three years recent experience in providing operations and/or administrative support to management, preferably in the field of water system construction

Knowledge, Skills & Abilities

- General knowledge of work flow processes and administrative requirements of construction projects and department operations, preferably in a water utility
- Multi-task effectively and efficiently in a highly detailed work environment with minimal supervision
- Possess good analytical, judgment and decision making skills
- Communicate effectively orally and in writing
- Expertise in the application of basic English in formatting, punctuation, grammar and spelling to produce letters, memos and other correspondence and internal communication
- Proficient at keyboarding and proficiency in the operation of all general office equipment
- Ability to work independently and/or with a team to complete assignments
- Ability to establish work priorities to meet deadlines and goals
- Excellent time management skills
- Interact with customers and employees in a pleasant, tactful and courteous manner in occasional stressful situations
- Intermediate knowledge and skill level of Microsoft Word and Excel; basic knowledge of Power Point and Access desired

Education

- High school diploma or equivalent

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maximum alertness and concentration.
- **ABILITY TO DEAL WITH STRESS:** Interacts with co-workers, supervisors and the public; thinks and reacts quickly and calmly in a stressful situation.
- **VISION:**
 - Visual acuity:** Reads small print on written material and computer screen.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive vehicles on highways.

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Peripheral vision/depth perception: Maintains full field of vision in all directions to assess proximity to energized wires to workers, movements of bucket truck and other equipment.

Color vision: Judges red, green and yellow traffic lights adequately to drive vehicles on highways.

- **HEARING:** Hears adequately to operate a two-way radio and telephone.
- **SPEECH:** Speaks clearly, communicating by two-way radio and telephone.
- **STANDING:** The worker stands on dirt, concrete, asphalt or solid floors for 20% of the workday.
- **SITTING:** Worker sits on a bench-style pickup seat one-half hour maximum at one time while traveling to a job site. Worker sits on a variety of office chairs when not in the field.
- **WORKER MOBILITY:** Can change position frequently.
- **WALKING:** May walk a mile at a time on uneven ground. Total walking per shift is 0% - 20%.
- **LIFTING/CARRYING:** 0 -10 lbs. – continuously; 11-20 lbs. –frequently; occasionally worker may carry boxes of office supplies and move office furniture.
- **PUSHING/PULLING:** Limited to doors, filing drawer cabinets and other office equipment.
- **REACHING/HANDLING:** Not usually required.
- **TWISTING:** Rotates head fully to both sides to observe equipment and workers while standing on the ground.
- **CLIMBING:** Occasionally climbs stairs or hillside on business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** When conducting inspections or review may occasionally experience: a variety of light duties outside with temperatures varying from below zero to over 100 degrees, sometimes in rainy, windy, snowy, or icy conditions. Exposed to noise from traffic construction equipment near construction equipment sites, jack hammers, hydraulic saws and tamps and tree trimmer chippers for less than one hour per day. Hearing protection is provided. Exposed to numerous types of pollen depending on location, season or climatic conditions. Bee/wasp stings, animal bites or poison oak may also occur.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, ink, gasoline and oil.
- **MACHINES, TOOLS AND EQUIPMENT:** Drives company vehicle. Uses computer, copier, phone, two way radios and other office equipment.