

Sacramento Suburban Water District Classification Specification

Job Class: Field Operations Coordinator

FLSA Status: Non Exempt

Supervisor: Operations Manager

Effective Date: April 2017

Definition/Distinguishing Characteristics

Under general supervision, this journey level position performs a variety of operational and administrative support work for all Field Operations and Customer Service departments, directs and coordinates daily work orders regarding the daily operations functions of the District, and operates and maintains the Maintenance Management System and Meter Reading Programs.

Examples of Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Maintains and analyzes all meter information to insure accurate input of meter body and remote identification number as well as coordination with billing size.
- Coordinates meter activity to insure all data input is completed in advance of meter reading schedule.
- Implements new software system processes/procedures and provides ongoing testing and analysis to insure they stay current.
- Assists with the administration of Cityworks which includes, but is not limited to, creating, modifying and/or deleting Work Order templates, creating and maintaining employee accounts in Cityworks, and assisting with updates.
- Monitors various reports and works with supervisory and field personnel to make needed corrections.
- Reviews Field Operations Work Orders and Service Requests to insure quality of work flow and provides necessary reviews, comments, training and/or corrections to situations as needed.
- Receives emergency and non-emergency field-related customer complaints/inquiries and researches customer accounts to provide resolution.
- Monitors Emergency Call-Out Log daily and creates Service Requests when required.
- Runs and interprets various reports to monitor workload and work order completion.
- Uploads and downloads meter reading routes and meter route information.
- Identifies and troubleshoots typical difficulties experienced in meter reading transfers.

- Oversees meter reading route scheduling and billing needs.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.

Mental and Physical Requirements

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travel occasionally by automobile in conducting District business.
- Communicates frequently with District management staff, coworkers, and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone and email for communication.
- Regularly uses computer, keyboard and mouse.
- Regularly uses office equipment such as copiers and fax machines.
- Stands and files for extended periods of time.
- Sits for extended periods of time.
- Hearing and vision required to be within normal ranges with or without correction.
- Occasionally may be required to change working hours or work overtime.

Qualifications

Knowledge Of:

- District Routemaps and Work Order/Preventative Maintenance programs.
- Basic understanding of the principles of meter operation, functionality and meter read structure.
- Rules, regulations and codes applicable to District maintenance, operations and construction functions.
- Customer Service procedures and the handling of customer complaints.
- Principles of work order systems and functions, work coordination and training.
- Common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access and PowerPoint).

Ability To:

- Maintain complete and accurate records and prepare reports.
- Prioritize tasks, use time wisely and complete assignments in a timely manner.
- Analyze and evaluate customer complaints.
- Proficiently use computers and applicable software, and operate a variety of office equipment.
- Follow oral and written directions.
- Deal tactfully and courteously with the public.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, vendors, consultants/contractors and the public.
- Pass pre-employment physical, drug and alcohol examination, and background check.

Education, Experience, Licenses and Certifications:

Required:

- High school diploma or equivalent.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.
- State of California Water Distribution Operator Certificate Grade D1, or ability to obtain within 1 year of employment.

Incumbent must complete the designated number of contact hours (i.e., continuing education/training requirements) to maintain the required certification as a condition of continued employment.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

- Broad and extensive work experience in operations and maintenance of a water district or other public agency.
- Two (2) years of increasingly responsible customer service experience.
- One (1) year of experience in a supervisory or lead capacity.
- State of California Water Distribution Operator Certificate Grade D2 or Treatment Operator Certificate Grade T1.

The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.