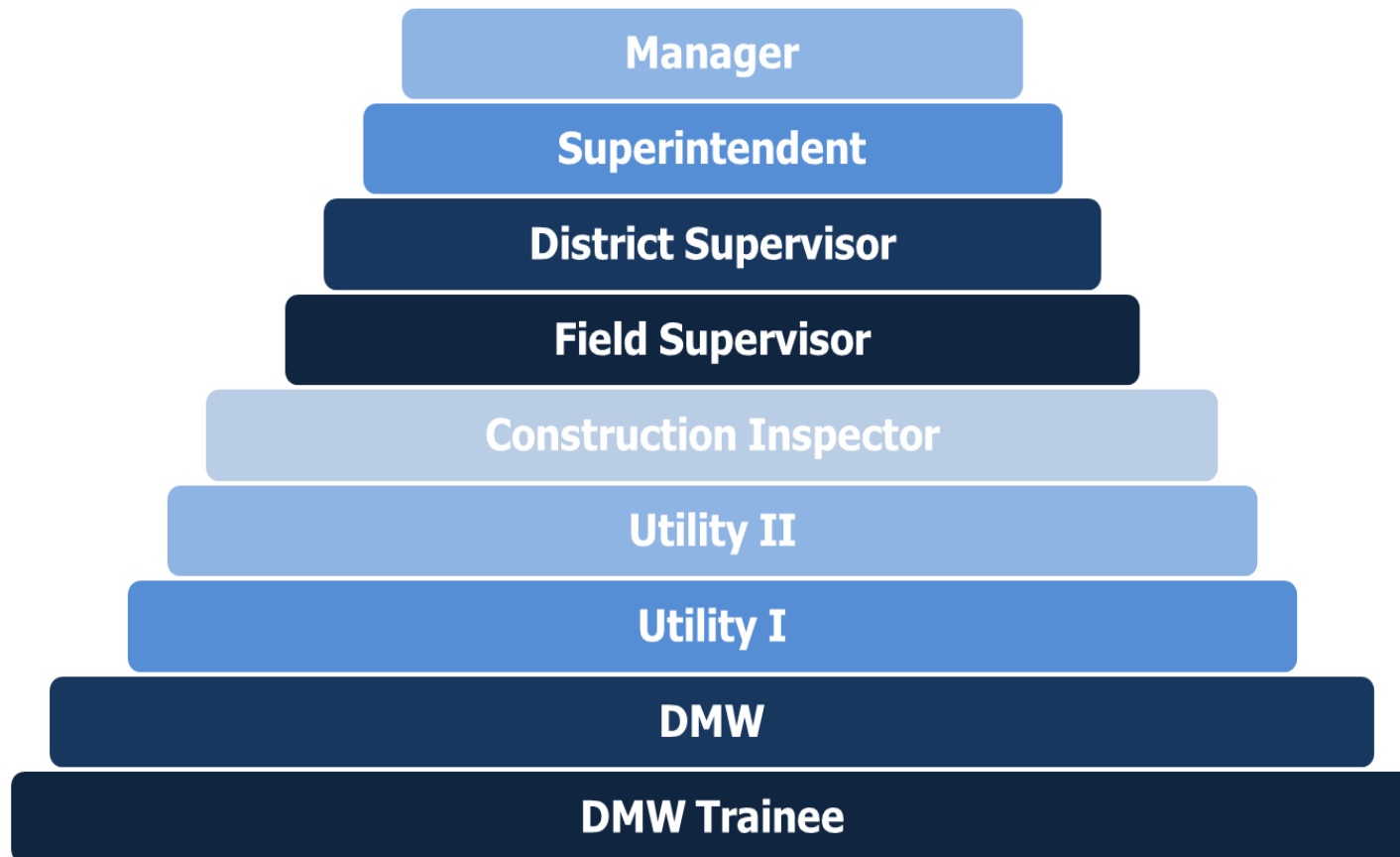




# Distribution Career Development Plan

**This comprehensive roadmap provides the required knowledge and skills for jobs (see below) within the Distribution Department. The objective is to align our employees with the skills they need to perform at a high level to achieve BWWB's mission and strategic goals. For any additional questions, please contact your HR Business Partner.**





# Distribution Career Development Plan

## DMW Trainee

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities	License & Certifications	Required Training Classes	Completion Requirements
6	HS/Equiv.	6 months of related experience required.	<ul style="list-style-type: none"> <li>• Maintain traffic control using proper safety rules.</li> <li>• Use hand tools to complete job site tasks.</li> <li>• Read and understand directional maps (roads, streets).</li> <li>• Operate a mechanical tamper.</li> <li>• Operate a jack hammer.</li> <li>• Operate an air compressor.</li> <li>• Operate a fire hydrant.</li> <li>• Operate chain and pipe saws.</li> </ul>	None	<ol style="list-style-type: none"> <li>1. New Hire Distribution Training</li> <li>2. Trenching Awareness Training</li> <li>3. Proper Lifting and Handling Techniques</li> <li>4. Confined Space</li> <li>5. Flagger</li> <li>6. Civil Treatment for Employees</li> <li>7. Personal Protective Equipment (PPE)</li> <li>8. Defensive Driving</li> <li>9. Microsoft Outlook</li> </ol>	<p>Employee will have 12 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## DMW I & II

Grade	Minimum Education	Experience	BWVB Knowledge/ Skills/Abilities	License & Certifications	Required Training Classes	Completion Requirements
8 - 9	HS/Equiv.	<ul style="list-style-type: none"> <li>One year of manual labor experience required.</li> <li>Construction experience preferred.</li> <li>One year of BWVB construction experience required.</li> </ul>	<ul style="list-style-type: none"> <li>Locate, install and operate water mains, valves, fire hydrants.</li> <li>Repair leaks within the Distribution system.</li> <li>Operate an arrow board.</li> <li>Operate equipment such as pumps and pipe cutting tools.</li> <li>Identify and retrieve materials for truck running inventory.</li> <li>Notify the public of work to be performed.</li> <li>Demonstrate the ability to use 2-way radio.</li> <li>Operate chain and pipe saws.</li> </ul>	<p>Grade 8: CDL B Preferred</p> <p>Grade 9: CDL B is required*</p> <p><b>* Employee must obtain a CDL B within 18 months of employment required</b></p>	<ol style="list-style-type: none"> <li>New Hire Distribution Training</li> <li>Trenching Awareness Training</li> <li>Proper Lifting and Handling Techniques</li> <li>Confined Space</li> <li>Flagger</li> <li>Civil Treatment for Employees</li> <li>Personal Protective Equipment (PPE)</li> <li>Defensive Driving</li> <li>Microsoft Outlook</li> <li><b>Trenching &amp; Shoring</b></li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## Utility I

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities	License & Certifications	Required Training Classes	Completion Requirements
11 - 12	HS/Equiv.	<ul style="list-style-type: none"> <li>One year of experience in the construction area required.</li> <li>Basic computer skills preferred.</li> <li>Excellent customer relations and communication skills preferred.</li> </ul>	<ul style="list-style-type: none"> <li>Complete fire hydrant preventive maintenance.</li> <li>Install water distribution system valves.</li> <li>Install water service lines and meters 1-1/2" to 2".</li> <li>Signal traffic using radio communication.</li> <li>Install or replace a fire hydrant.</li> <li>Communicate and maintain hazardous chemicals and materials.</li> <li>Operate a 6-inch pump.</li> <li>Operate chain and pipe saws.</li> <li>Read valve and detail maps.</li> <li>Operate all BWWB vehicles and heavy equipment.</li> </ul>	<ul style="list-style-type: none"> <li>CDL A Required</li> <li>Grade I Certification Preferred</li> </ul>	<ol style="list-style-type: none"> <li>New Hire Distribution Training</li> <li>Trenching Awareness Training</li> <li>Proper Lifting and Handling Techniques</li> <li>Confined Space</li> <li>Flagger</li> <li>Civil Treatment for Employees</li> <li>Personal Protective Equipment (PPE)</li> <li>Defensive Driving</li> <li>Microsoft Outlook</li> <li>Trenching &amp; Shoring</li> <li>Backhoe</li> <li>Track hoe</li> <li>Customer Service Training (Difficult Customers)</li> <li>SAP System Training</li> <li>Microsoft Word</li> <li>Leadership Development Training</li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## Utility II

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities	License & Certifications	Required Training Classes	Completion Requirements
13 - 14	HS/Equiv.	<ul style="list-style-type: none"> <li>One year of experience in the construction area required.</li> <li>Basic computer skills preferred.</li> <li>Excellent customer relations and communication skills preferred.</li> </ul>	<ul style="list-style-type: none"> <li>Serve in a lead role to locate, install and operate water main, valves and fire hydrants.</li> <li>Repair leaks within the Distribution system.</li> <li>Complete fire hydrant preventive maintenance.</li> <li>Install water distribution system valves.</li> <li>Install water service lines and meters 1-1/2" to 2".</li> <li>Signal traffic using radio communication.</li> <li>Install or replace a fire hydrant.</li> <li>Communicate and maintain hazardous chemicals and materials.</li> <li>Operate a 6-inch pump.</li> <li>Operate chain and pipe saws.</li> <li>Read valve and detail maps.</li> <li>Operate all BWWB vehicles and heavy equipment.</li> <li>Operate backhoes and track hoers.</li> <li>Calculate the requirements and requisition concrete, road gravel, fill sand and asphalt.</li> </ul>	<ul style="list-style-type: none"> <li>CDL A Required</li> <li>Grade I Certification Required*</li> <li>* Employee must obtain a Grade I Certification within 18 months required.</li> <li>QCI Certification Preferred</li> </ul>	<ol style="list-style-type: none"> <li>New Hire Distribution Training</li> <li>Trenching Awareness Training</li> <li>Proper Lifting and Handling Techniques</li> <li>Confined Space</li> <li>Flagger</li> <li>Civil Treatment for Employees</li> <li>Personal Protective Equipment (PPE)</li> <li>Defensive Driving</li> <li>Microsoft Outlook</li> <li>Trenching &amp; Shoring</li> <li>Backhoe</li> <li>Track hoe</li> <li>Customer Service Training (Difficult Customers)</li> <li>SAP System Training</li> <li>Microsoft Word</li> <li>Leadership Development Training</li> <li>Grade I Prep Series</li> <li>QCI Certification</li> <li>QCI Refresher</li> <li>Fundamentals of Effective Communication</li> <li>Coaching, Motivating and Working with others</li> <li>Microsoft Excel</li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## Construction Inspector

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities
15	Associate Degree or equivalent from two-year college or technical school; or equivalent combination of education and experience.	5 years experience with knowledge of piping, valve locations and/or field activities of the Water Utility System required.	<ul style="list-style-type: none"><li>• Maintain an accurate record of all job site materials.</li><li>• Communicate with the local state, county and/or city officials about the work that needs to take place.</li><li>• Ensure materials are available to begin all jobs and contact the developer if needed.</li><li>• Maintain an accurate record of all items contractor is to be paid for, such as pipe footage, rock, extra depth, paving, stone backfill and etc.</li><li>• Assist contractor locate the end of the existing water main, contact Valve Field Supervisor when needed.</li><li>• Notify customers about water shut-off prior to making the tie-in.</li><li>• Chlorinate new water lines and take samples of water to the lab.</li><li>• Confirm that the new main is at the correct depth and location.</li><li>• Prepare estimates on partial payments to contractors.</li><li>• Create and submit daily reports to Distribution Superintendent of progress on all jobs.</li><li>• Ensure that all existing yards, driveways, curbs and roads are put back to the customers satisfaction; dig up risers once the job is complete.</li><li>• Pressure test and de-chlorinate new water lines.</li></ul>



# Distribution Career Development Plan

## Construction Inspector

License & Certifications	Required Training Classes	Completion Requirements
<ul style="list-style-type: none"><li>• CDL A Required</li><li>• Grade I Certification Required</li><li>• QCI Certification Required</li></ul>	<ol style="list-style-type: none"><li>1. New Hire Distribution Training</li><li>2. Trenching Awareness Training</li><li>3. Proper Lifting and Handling Techniques</li><li>4. Confined Space</li><li>5. Flagger</li><li>6. Civil Treatment for Employees</li><li>7. Personal Protective Equipment (PPE)</li><li>8. Defensive Driving</li><li>9. Microsoft Outlook</li><li>10. Trenching &amp; Shoring</li><li>11. Backhoe</li><li>12. Track hoe</li><li>13. Customer Service Training (Difficult Customers)</li><li>14. SAP System Training</li><li>15. Microsoft Word</li><li>16. Leadership Development Training</li><li>17. Grade I Prep Series</li><li>18. QCI Certification</li><li>19. QCI Refresher</li><li>20. Fundamentals of Effective Communication</li><li>21. Coaching, Motivating and Working with others</li><li>22. Microsoft Excel</li></ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## Field Supervisor

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities
39	Associate Degree or equivalent from two-year college or technical school; or equivalent combination of education and experience.	Five years experience in construction and maintenance and/or Five years experience in Water Utility System required. Supervisor experience preferred. Good verbal and written communication skills preferred.	<ul style="list-style-type: none"> <li>• Direct and supervise crews in construction and maintenance of common fittings associated with water mains and potable water.</li> <li>• Maintain necessary records such as timesheets, work order requests, time confirmation IW41 in SAP, valve book piping drawings to determine valve locations, work sheets and leak reports.</li> <li>• Coordinate the work of field crews with other departments, city, state and other utilities.</li> <li>• Notify management of water main shutdowns, arranging timing with affected customers.</li> <li>• Read and interpret blueprints, engineering and drawings and grade sketches.</li> <li>• Install fire protection connections, domestic service, combined service and fire hydrants.</li> <li>• Calculate the requirements and requisition concrete, road gravel, fill sand and asphalt.</li> <li>• Flush mains as needed. Operate electronic devices in locating buried pipe. Locate and mark underground water pipes, valve connections, telephone and electric cables and gas lines.</li> <li>• Install large taps 16" in diameter, with large tapping machine.</li> <li>• Supervise the scheduling of staff work hours, vacation and sick leave substitutions; substitute for supervisor when needed.</li> </ul>





# Distribution Career Development Plan

## Field Supervisor

License & Certifications	Required Training Classes	Completion Requirements
<ul style="list-style-type: none"> <li>CDL A Required</li> <li>Grade I Certification Required</li> <li>QCI Certification Required</li> </ul>	<ol style="list-style-type: none"> <li>New Hire Distribution Training</li> <li>Trenching Awareness Training</li> <li>Proper Lifting and Handling Techniques</li> <li>Confined Space</li> <li>Flagger</li> <li>Civil Treatment for Employees</li> <li>Personal Protective Equipment (PPE)</li> <li>Defensive Driving</li> <li>Microsoft Outlook</li> <li>Trenching &amp; Shoring</li> <li>Backhoe</li> <li>Track hoe</li> <li>Customer Service Training (Difficult Customers)</li> <li>SAP System Training</li> <li>Microsoft Word</li> <li>Leadership Development Training</li> <li>Grade I Prep Series</li> <li>QCI Certification</li> <li>QCI Refresher</li> <li>Fundamentals of Effective Communication</li> <li>Coaching, Motivating and Working with others</li> <li>Microsoft Excel</li> <li>Leadership Development for Supervisors</li> <li>Crucial Conversations</li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## District Supervisor

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities
41	Associate Degree or equivalent from two-year college or technical school; or equivalent combination of education and experience.	Six years experience with knowledge of piping, valve locations and/or field activities of the Water Utility System. Previous supervisory experience required. Excellent leadership skills, strong communication, interpersonal skills, and good organizational skills.	<ul style="list-style-type: none"> <li>• Communicate with customers to ensure quality customer service for the overall organization of Birmingham Water Works.</li> <li>• Dispatch crews to various job sites.</li> <li>• Serve as liaison for BWWB and contractors.</li> <li>• Obtain permits for inspectors and supervisors before job begins.</li> <li>• Manage clerical projects in the department, such as ordering supplies, assist in training departmental staff in basic computer skills; creating and posting monthly meeting sheets when needed; prepare paving bills and working directly with paving contractors when Distribution Aide is out and etc.</li> <li>• Verify the location and size of mains.</li> <li>• Assist in ensuring office equipment meets standards.</li> <li>• Notify Fire Department of fire hydrants active/inactive service. Work with all municipalities in repairing leaks and streets; assist in obtaining permits from all municipalities if needed.</li> <li>• Assist in obtaining paperwork for Insurance Adjustments or Lawsuits if needed.</li> <li>• Inform supervisors and filter plants when contractors have broken water main lines.</li> <li>• Install valve orders and fire hydrant work orders into SAP.</li> <li>• Install, create, change and update data into SAP.</li> </ul>



# Distribution Career Development Plan

## District Supervisor

License & Certifications	Required Training Classes	Completion Requirements
<ul style="list-style-type: none"> <li>CDL A Required</li> <li>Grade I Certification Required</li> <li>QCI Certification Required</li> </ul>	<ol style="list-style-type: none"> <li>New Hire Distribution Training</li> <li>Trenching Awareness Training</li> <li>Proper Lifting and Handling Techniques</li> <li>Confined Space</li> <li>Flagger</li> <li>Civil Treatment for Employees</li> <li>Personal Protective Equipment (PPE)</li> <li>Defensive Driving</li> <li>Microsoft Outlook</li> <li>Trenching &amp; Shoring</li> <li>Backhoe</li> <li>Track hoe</li> <li>Customer Service Training (Difficult Customers)</li> <li>SAP System Training</li> <li>Microsoft Word</li> <li>Leadership Development Training</li> <li>Grade I Prep Series</li> <li>QCI Certification</li> <li>QCI Refresher</li> <li>Fundamentals of Effective Communication</li> <li>Coaching, Motivating and Working with others</li> <li>Microsoft Excel</li> <li>Leadership Development for Supervisors</li> <li>Crucial Conversations</li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## Superintendent

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities
43	Bachelor's degree in related field; or equivalent combination of education and experience.	Eight years experience in Engineering Principles and Management in the general construction area strongly preferred. Knowledge of heavy equipment operation and safety procedures with an in-depth knowledge of pipeline location and construction equipment. Previous supervisory experience required. Excellent leadership skills, strong communication, interpersonal skills, and good organizational skills.	<ul style="list-style-type: none"><li>• Schedule and assign work to supervisors and employees</li><li>• Assist in coordinating work of the department with other departments and City, County, State and Federal agencies.</li><li>• Schedule and assign available machinery and equipment for full and economical utilization.</li><li>• Check job sites for possible interference with other utilities before assigning jobs to crews.</li><li>• Make notation on sketches and discuss with supervisors any hazardous condition to be expected on the job site.</li><li>• Answer complaints from customers on low-pressure, red water, construction conditions of streets or sidewalks, etc., injury time, vacations, jury duty, etc.</li></ul>



# Distribution Career Development Plan

## Superintendent

License & Certifications	Required Training Classes	Completion Requirements
<ul style="list-style-type: none"> <li>• CDL A Required</li> <li>• Grade I Certification Required</li> <li>• QCI Certification Required</li> </ul>	<ol style="list-style-type: none"> <li>1. New Hire Distribution Training</li> <li>2. Trenching Awareness Training</li> <li>3. Proper Lifting and Handling Techniques</li> <li>4. Confined Space</li> <li>5. Flagger</li> <li>6. Civil Treatment for Employees</li> <li>7. Personal Protective Equipment (PPE)</li> <li>8. Defensive Driving</li> <li>9. Microsoft Outlook</li> <li>10. Trenching &amp; Shoring</li> <li>11. Backhoe</li> <li>12. Track hoe</li> <li>13. Customer Service Training (Difficult Customers)</li> <li>14. SAP System Training</li> <li>15. Microsoft Word</li> <li>16. Leadership Development Training</li> <li>17. Grade I Prep Series</li> <li>18. QCI Certification</li> <li>19. QCI Refresher</li> <li>20. Fundamentals of Effective Communication</li> <li>21. Coaching, Motivating and Working with others</li> <li>22. Microsoft Excel</li> <li>23. Leadership Development for Supervisors</li> <li>24. Crucial Conversations</li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p> <p><b>Note:</b> For recurring Safety and Civil Treatment training requirements, employee will be notified every 3 years to complete the training classes.</p>



# Distribution Career Development Plan

## Manager

Grade	Minimum Education	Experience	BWWB Knowledge/ Skills/Abilities
48	Bachelor's Degree in Business Administration, Engineering Principles, Physical Science or related field; or equivalent combination of education and experience required.	<p>10 years of Engineering Principles, Distribution Operation, Maintenance and Administration strongly preferred; ability to understand and apply the procedures of construction, maintenance and distribution; supervisory/leadership skills and public relations skills. Initiative and drive; ability to relate to persons at all levels and ability to motivate and initiate drive in subordinates.</p> <p>Establish and maintain effective working relationships with City Officials, employees, and the public, and exercise independent judgment in obtaining those results. Excellent good interpersonal skills and strong oral and written communication skills.</p>	<ul style="list-style-type: none"><li>• Assign and directs the inspection of the work of subordinates engaged in the installation and repair of water mains, service connections, fire hydrants, valves, etc., related to the operation of the water distribution system.</li><li>• Supervise the preparation of orders for equipment and materials.</li><li>• Supervises construction of water mains.</li><li>• Supervises preparation of departmental material and maintenance costs.</li><li>• Approves invoices for payment.</li><li>• Prepare specifications for replacement of paving and submit to Assistant General Manager.</li><li>• Prepare specifications for some construction equipment or other equipment used in the construction maintenance, and operation of the Distribution Department.</li><li>• Receive complaints from customers and others regarding damage to their property by construction, maintenance, or operation of our Distribution Department and refer complaints to subordinates for reports and possible action.</li><li>• Collaborate with Insurance Company Adjusters and Lawyers on liability claims from damage caused by broken mains, etc., and accompany Lawyers to court as needed.</li><li>• Assist in preparation of yearly Capital Budget.</li></ul>



# Distribution Career Development Plan

## Manager

License & Certifications	Required Training Classes	Completion Requirements
<ul style="list-style-type: none"> <li>• CDL A Required</li> <li>• Grade I Certification Required</li> <li>• QCI Certification Required</li> </ul>	<ol style="list-style-type: none"> <li>1. New Hire Distribution Training</li> <li>2. Trenching Awareness Training</li> <li>3. Proper Lifting and Handling Techniques</li> <li>4. Confined Space</li> <li>5. Flagger</li> <li>6. Civil Treatment for Employees</li> <li>7. Personal Protective Equipment (PPE)</li> <li>8. Defensive Driving</li> <li>9. Microsoft Outlook</li> <li>10. Grade I Prep Series</li> <li>11. Trenching &amp; Shoring</li> <li>12. Backhoe</li> <li>13. Track hoe</li> <li>14. Customer Service Training (Difficult Customers)</li> <li>15. SAP System Training</li> <li>16. Microsoft Word</li> <li>17. Leadership Development Training</li> <li>18. QCI Certification</li> <li>19. QCI Refresher</li> <li>20. Fundamentals of Effective Communication</li> <li>21. Coaching, Motivating and Working with others</li> <li>22. Microsoft Excel</li> <li>23. Leadership Development for Supervisors</li> <li>24. Crucial Conversations</li> <li>25. Leadership Development for Managers</li> <li>26. Public Speaking</li> <li>27. Microsoft PowerPoint</li> </ol>	<p>Employee will have 18 months to complete all required training classes.</p>



# Distribution Career Development Plan

## Frequently Asked Questions

- When was the plan implemented?

**Answer: January 3, 2017**

- I am already a Utility I in Construction, where will I start on the plan?

**Answer: You will begin in your current position**

- Do I need to work with my manager to schedule my training classes?

**Answer: Yes, your Supervisor will need to work with you to ensure that proper staffing levels are maintained while you attend training.**

- Why are implementing this plan within the Distribution department?

**This plan will allow you to develop your skills and continue to grow with the organization. The company will gain more skilled employees to meet the daily demands of our customers and community.**

- Do I automatically promote when I take all the required training?

**No, Human Resources will need verification from your supervisor that you can demonstrate all the necessary job duties prior to you being promoted to the next position.**

- I am a new employee hired on January 9, 2017. What happens if I don't meet the requirements within the deadline provided?

**All new hires that fail to meet the established time requirements may be subjected to disciplinary action, including termination or asked to apply and retain another job within the company.**

- If I am currently a Utility I in Construction, am I required to obtain my CDL A license?

**If you were an existing employee on January 3, 2017, you will not be required to obtain your CDL A license. However, in order to be eligible for a Utility II position, the CDL A license is a requirement.**