

Grand Water & Sewer Service Agency
Job Description

Title: Agency Operations Assistant

Summary Description

Under the direction of the Agency Manager, assists in support and coordination of activities and operations of the Agency; coordinates activities and maintains compliance with other departments and outside agencies; and provides highly responsible and complex support to the Agency Manager. Job duties and work is primarily in an indoor controlled environment. Subject to Agency needs may require some outside work.

Typical Duties

The following duties are typical for this classification. Incumbent 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.

- Maintain programs to provide maximum beneficial use of Agency water resources, act on the Agency's behalf regarding water applications and changes. Consulting and coordinate with Agency Manager and legal counsel to protect Agency Water rights. Assist with protests on water rights that may conflict with Agency rights. Prepare reports and plans for the needs of the agency to be submitted to the board of directors for information and consideration.
- Coordinate safety programs and implementation of safety policies with the designated safety officer. Provide materials and guidance for monthly safety meetings. Perform safety audits on all vehicles and machines. Monitor safety violations and track repair progress. Maintain records of in office and job site safety meetings.
- Monitor for sources of funding opportunities. Complete application processes for system improvements as opportunities become available.
- Use of Agency billing and receiving programs to interact and assist customers regularly.
- Perform basic ESRI ArcGIS mapping functions including map production as needed. Evaluating data on map to ensure it represents up to date system information.
- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend policies and procedures.
- Develop and maintain effective information and education program to build public relations for the Agency; Maintain good relations with departments of Federal, State, and Local Government.
- Attend meetings as required to discuss technical issues and ensure Agency standards are enforced; coordinate with Agency Manager and/or Engineer to review capital construction projects.

- Assist in the monitoring of the Agency Water system using Supervisory Control & Data Acquisition (SCADA)
- Participate in the development of the Agency's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies.
- Serve as staff or liaison to a variety of divisions, outside agencies, and committees; prepare and present staff reports and other necessary correspondence.
- Conduct a variety of organizational reports, investigations, and operational studies; recommend modifications to Agency programs, policies and procedures as appropriate.
- Develop and recommend operations procedures and systems; ensure accurate record keeping, testing schedules and reporting of monthly/quarterly/annual reports in the Operations Department.
- Develop and maintain procedural manuals for Operations Department. Spend time in the field with operations personnel to update models, integrate new programs, and maintain procedural manuals.
- Assist customers regularly. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform related duties as required or assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

Knowledge of:

Procedures, equipment, and materials required for effective office operation.

Use of Microsoft Office Suite of products. Xpress Bill pay and Caselle functionality.

Methods and techniques of bid specification writing for projects and equipment.

SCADA system principles.

Technical operation and maintenance of modern electronic devices.

ArcGis Desktop

Pertinent federal, state and local laws, codes and regulations.

Office procedures, methods, and equipment including computers and applicable software applications.

Ability to:

Participate in the development and administration of Agency goals, objectives, and procedures.

Read and review engineering plans and specifications for adherence to Agency Standard Design Specifications.

Prepare clear and concise reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze and evaluate new service delivery methods and techniques.

Interpret and apply Federal, State and local policies, laws and regulations.

Operate office equipment including computers and supporting software applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.