



Assistant Utility Service Manager Water System – Utility Service

WS-ADM/7-807

JOB SUMMARY

This position is responsible for managing and participating in the department's utility service operations.

MAJOR DUTIES

1. Coordinates workflow from customer service and billing operations.
2. Assists daily duties to personnel.
3. Assists technicians in the performance of duties.
4. Resolves issues with malfunctioning equipment.
5. Oversees large water meter testing programs.
6. Spot-checks completed work for accuracy and compliance.
7. Attends meetings.
8. Performs the duties of the Utility Service Manager in his or her absence.
9. Prepares activity reports.
10. Assists in providing service to customers.
11. Coordinates and provides staff training.
12. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Water System operations, policies, and procedures.
2. Knowledge of meter reading processes and equipment.
3. Knowledge of regional water plans.
4. Knowledge of zoning and development regulations.
5. Knowledge of federal and state environmental regulations.
6. Knowledge of computers and job related software programs.
7. Skill in locating utilities.
8. Skill in the proper operation of hydrants and of calibrating and testing equipment.
9. Skill in oral and written communication.
10. Skill in planning and meeting deadlines.
11. Skill in coordinating agendas and meeting deadlines.

SUPERVISORY CONTROLS

The Utility Service Manager assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include The Official Code of Georgia Annotated, Public Service Commission rules, EPA and EPD regulations, the county loss control manual, county standard operating procedures for construction, and other county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management duties. Frequent changes to rules and regulations contributes to the complexity of the position.
- The purpose of this position is to assist in managing utility service activities for the Water System. Success in this position contributes to the efficiency and effectiveness of Water System operations.

CONTACTS

- Contacts are typically with engineers, developers, members of the Public Service Commission, Georgia Department of Transportation staff, contractors, representatives of municipalities, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; motivate and influence persons; or justify, defend, negotiate, or settle matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, bending, crouching, stooping, or walking. The employee occasionally lifts light objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, and utilizes the sense of smell.
- The work is typically performed in an office or outdoors, occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, machinery with moving parts, contagious or infectious diseases, or irritating chemicals. Work requires the use of protective devices such as masks, goggles, gloves, etc.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Utility Service Technician (6).

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. Backflow Testing Device Certification.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.