



City of Traverse City

JOB POSTING

Announcement No. 20-016

September 3, 2020

OFFICE COORDINATOR – WATER AND SEWER

ACT PAY SCHEDULE GRADE 2 STARTING WAGE \$21.62 PER HOUR

Applications are being received in the City Human Resource Office for an Office Coordinator.

Under the general supervision of the Water/Waste Water Maintenance Superintendent, performs a variety of high-level administrative and support functions related to the daily operations of the water and sewer departments. Coordinates and monitors purchasing, schedules services, processes invoices and payroll, maintains inventory, records and procedures, and interacts with the public and other departments.

- ✓ Education requirements include an Associate's degree or equivalent in science, business, accounting mathematics or related field.
- ✓ Three (3) years' experience in research, administrative support, finance, water or wastewater treatment or records management.
- ✓ Considerable knowledge of record keeping, research practices, underground utilities and payroll requirements.
- ✓ Good knowledge of the laws, regulations and policies governing water distribution and wastewater collection.
- ✓ Skill in researching, compiling and maintaining complex data, records and reports.
- ✓ Skill in the utilization of computer software including spreadsheet, database and word processing programs.
- ✓ Skill in performing complex mathematical calculations and costing utility services.
- ✓ Skill in maintaining a purchasing and inventory system.
- ✓ *Residency requirement: 20-mile radius from nearest City limit within one year of hire date.*

For consideration, applicants must submit a **completed application, a resume and a cover letter** to the City of Traverse City, Human Resources Department, 400 Boardman Avenue, Traverse City, MI 49684 **applications will be accepted until the position is filled.**

Traverse City is an Equal Opportunity Employer

Job description with additional minimum qualifications is attached.



JOB DESCRIPTION

OFFICE COORDINATOR – WATER AND SEWER			
Department:	Water/Waste Water Maintenance	FLSA Status:	Exempt
Job Code:	01-555-077	Unit/Group:	ACT Group
Work Comp Code:	8810	Pay Classification:	Grade 2

Reporting Relationships
Receives general supervision by Water/Waste Water Maintenance Superintendent
Coordinates utility maintenance employees, as needed

Essential Job Functions
<p>Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. <i>Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.</i></p>

Under the general supervision of the Water/Waste Water Maintenance Superintendent, performs a variety of high-level administrative and support functions related to the daily operations of the water and sewer departments. Coordinates and monitors purchasing, schedules services, processes invoices and payroll, maintains inventory, records and procedures, and interacts with the public and other departments.

Job Responsibilities
<p>Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.</p>

1. Performs job duties adequately, properly, and in a timely manner; follows personnel and department policies and operating procedures; shows respect, tact, and courtesy in dealings with coworkers and the general public; behaves in a manner that does not obstruct or hinder other employees from completing their duties; acts in a manner that is safe and follows the City’s safety procedures at all times.
2. Oversees purchasing, receiving and inventory control for the department. Maintains an adequate inventory to meet anticipated needs.
3. Provides customer services for the water and sewer department. Receives and responds to customer inquiries and complaints via the telephone and walk-in visitors. Dispatches work crews to repair jobs. Retrieves and interprets utility maps and diagrams. Provides operational and procedural information as requested.

4. Reviews and processes payroll timesheets. Verifies hours and maintains records of time worked.
5. Establishes and maintains complex information systems and records including purchasing records, water tap locations, work orders, invoices, utility maps and other records. Enters data into computer programs (Microsoft Office Suite) and maintains manual record systems.
6. Prepares and drafts correspondence, documents, reports, executive orders, etc as requested by the Director of Municipal Utilities.
7. Compiles information and data and completes research and supporting documentation as directed by the Director of Municipal Utilities.
8. Gathers, researches, analyzes, interprets and assembles operating, service and cost data from a variety of sources.
9. Prepares regular and special reports regarding water taps, service costs and claims against the City.
10. Participates as a member of the Planning, Inspections and Engineering Team to assist developers, residents and businesses through the process of building or upgrading facilities.
11. Assists the Water/Wastewater Maintenance Superintendent with overseeing operations.
12. Makes recommendations on short- and long-range plans for the maintenance department.
13. Calculates parts and labor costs, and initiates billing of work orders for water taps and repairs.
14. Advises contractors and developers of applicable City policies and codes.
15. Performs related work as required.

Minimum Qualifications

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Knowledge of:

- Thorough knowledge of office equipment and technology, including computers and related software, and the ability to master new technologies.
- Considerable knowledge of record keeping, research practices, underground utilities and payroll requirements.
- Good knowledge of the laws, regulations and policies governing water distribution and wastewater collection.
- Knowledge of scientific principles related to water and wastewater utilities.

Skills and Abilities to:

- Skill in researching, compiling and maintaining complex data, records and reports.
- Skill in the utilization of computer software including spreadsheet, database and word processing programs.
- Skill in performing complex mathematical calculations and costing utility services.
- Skill in maintaining a purchasing and inventory system.
- Ability to establish effective working relationships, exercise patience and use good judgment, initiative and resourcefulness when dealing with the public, customers, developers, contractors, vendors, department employees and other City employees.
- Ability to deal effectively with customers who are experiencing service difficulties.
- Ability to prioritize projects, manage multiple tasks and resume work in progress after multiple interruptions.
- Ability to maintain and organize records, compiling data and preparing comprehensive reports on matters related to personnel administration.
- Ability to coordinate and manage multiple tasks and establish appropriate timetables for completion.
- Critically assess situations and solve problems, and work effectively under stress, work on several projects or issues simultaneously, within deadlines and changes in work priorities.

Education, Training and Experience:

- Education requirements include an Associate's degree or equivalent in science, business, accounting mathematics or related field.
- Three (3) years' experience in research, administrative support, finance, water or wastewater treatment or records management.

Licensing and Other Requirements:

- A valid Michigan driver's license is required.

Physical Demands and Work Environment

The physical demands and work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY OR LEAD WORK RESPONSIBILITIES

Coordinates utility maintenance employees, as needed

PHYSICAL REQUIREMENTS

In the performance of job duties, incumbent is required to use a computer for extended periods of time, mobilize to other locations, communicate verbally, and hear. While performing the duties of this job, the employee is regularly required to use written and oral communication skills; observe and interpret situations; read and interpret data, information and documents; analyze and solve complex problems; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with frequent interruptions; and interact with officials and the public.

The employee frequently is required to stand, walk, use hands to finger, handle, or feel, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move items of light to moderate weights. Specific vision abilities required by this job include close vision distance vision, color vision, depth perception, and ability to adjust focus. May be required to lift up to 40 pounds.

TOOLS AND EQUIPMENT USED

In the performance of job duties, the employee may use the following tools and/or equipment: multi-line phone system; computer and associated software; copy and fax machines; scanners; and other office related tools and equipment.

WORK ENVIRONMENT

This job is typically performed in a business environment under usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. The employee may be required to attend evening and/or weekend meetings, as directed. The employee occasionally is required to travel to other locations. The noise level in the work environment is can range between quiet to moderate.

Employee Signature

Date

The City of Traverse City is an equal employment opportunity employer, committed to promoting equal employment opportunities for all applicants and employees.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employers and requirements of the job change.