

CLASS TITLE: WATER/WASTEWATER ADMINISTRATIVE SERVICES SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for supervising, coordinating and scheduling administrative and/or field services for water and sewer operations, including 24-hour dispatch/customer service, asset management system, meter reading, water meter inspection and credit collection operational areas while delivering advanced level customer support services for customers; and performs other related assigned duties.

ESSENTIAL TASKS:

- Plans, assigns, coordinates and supervises the administrative staff to provide dispatch, customer service, administrative services and asset management system updates for field operations
- Reviews incoming work and establishes priorities for completion, including formulating strategic plans for emergency operation response
- Develops, analyzes, and distributes statistical reports while managing the document management system, ensuring accuracy and compliance with document management system are organized and easily retrievable
- Supervises work group to ensure internal control procedures followed, minimizing negative impacts on operations
- Assists in the implementation of computer systems and applications with an emphasis on process improvement and efficiencies
- Assists the City of Tulsa's Utility section on billing reviews by performing property field audits of utility services
- Designs exception report to identify errors or missing information
- Troubleshoots/researches computer and field problems for billing errors and recommends changes as necessary, such as utilizing computer systems to organize meter routes for increased efficiency, and assists the City of Tulsa's Utility section on billing reviews by performing property field audits of utility services (some positions)
- Investigates and resolves difficult customer complaints and assists subordinates with difficult decisions regarding information provided to the public and information pertaining to field/personnel policies and procedures
- Must report to work on a regular and timely basis.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and six (6) years of progressively responsible administrative or operational experience in providing and sustaining infrastructure and other essential services including at least one year of supervisory or lead experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six months employment in the position. Employee will be eligible for an additional one step increase upon completion of sixty (60) accredited college hours (or associates degree from accredited college) and one year of employment in the position.

Proficiency Increases:

1st Proficiency (All Divisions); Employee will be eligible for a one-step increase upon completion of:

- Three (3) months in current position, and
- Receives a "Proficient" rating on most current performance evaluation, and
- Manager Training Module 1, and

SOM 1st Proficiency:

- Pipeline Assessment and Certification Program (PACP) Training Assessment (or equivalent)

- Manhole Assessment and Certification Program (MACP) (or equivalent)

Water Distribution 1st Proficiency:

- Hach Water Quality Training
- Water Distribution II Training Class

2nd Proficiency (All Divisions); Employee will be eligible for a one-step increase upon completion of:

- Six (6) months in current position, and
- Receives a “Proficient” rating on most current performance evaluation, and
- Manager Training Module 2, and
- Teach a training class(es) (8 hours)

3rd Proficiency (All Divisions); Employee will be eligible for a one-step increase upon completion of:

- Nine (9) months in current position, and
- Receives a “Proficient” rating on most current performance evaluation, and
- Manager Training Module 3, and
- Teach a training class(es) (16 hours, in addition to the 8 hours in the 2nd proficiency)
- Obtain a relevant Class “B” Waterworks/Wastewater Works Operator license as issued by the Department of Environmental Quality (DEQ)

4th Proficiency (All Divisions)

- Twelve (12) months in current position, and
- Receives a “Proficient” rating on most current performance evaluation, and
- Obtain a relevant Class “A” Waterworks/Wastewater Works Operator license as issued by the Department of Environmental Quality (DEQ)

Knowledge, Abilities and Skills: Comprehensive knowledge of billing systems, procedures and policies; considerable knowledge of a utility information system with emphasis on water/wastewater systems; considerable knowledge of computer software programs used by the department and by the City; good knowledge of the City and the layout of streets; and good knowledge of meter locations and routes; good knowledge of laws, ordinances, regulations and policies governing City utilities (water, sewer, refuse, stormwater, collection, etc.). Ability to work independently and to analyze, interpret and resolve complex problems and situations; ability to make material and labor costs estimates; ability to keep records of work performance and to determine by inspection the quality of work performed; ability to utilize a geographic information system (GIS); ability to establish priorities, organize and assign work, document and evaluate work performance, and to motivate people within the organization and department; ability to generate material and labor cost estimates for budgetary purposes; and the ability to identify, create and improve reports needed to assist management in evaluating division performance in meeting Key Performance Indicator’s (KPI’s) and service level standards.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 60 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License; some positions within this classification require a Class "D" Water/Wastewater Operator's License as issued by the Department of Environmental Quality (DEQ) within nine (9) months from date of hire; “Class “C” Water or Wastewater Oklahoma Department of Environmental Quality Operator's License within eighteen (18) months from date of hire.

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WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require some travel to various City locations. May be subject to call out 24 hours a day.

Class Code: 1204

EEO Code: E-01

Pay Code: EX-32

Group: Clerical and Administrative

Series: Utility Field Services

Effective Date: December 30, 2020