

Water Authority Position Description

PROJECT COORD NW SERVICE AREA

Status	Position Code	Level	Date
APPROVED	PCNW	P27	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

MANAGE PROJECTS AND COORDINATE ACTIVITIES WITH OTHER DIVISIONS, OUTSIDE AGENCIES AND THE GENERAL PUBLIC. PLAN AND COORDINATE THE CUSTOMER SERVICE, OPERATIONS AND MAINTENANCE ACTIVITIES OF NORTHWEST SERVICE AREA.

MIN EDUCATION & EXPERIENCE REQ

ASSOCIATE'S DEGREE WITH MAJOR COURSE WORK IN BUSINESS ADMINISTRATION, WATER TECHNOLOGY, ENVIRONMENTAL MANAGEMENT OR ENGINEERING OR TWO (2) YEARS OF TRAINING IN WATER DISTRIBUTION SYSTEM MAINTENANCE, PLUS FIVE (5) YEARS OF WATER OR WASTEWATER OPERATIONS AND MAINTENANCE EXPERIENCE INCLUDING ONE (1) YEAR SUPERVISORY OR TECHNICAL LEAD EXPERIENCE IN AN ADMINISTRATIVE CAPACITY AND ONE (1) YEAR EXPERIENCE WORKING WITH ELECTRONIC DATABASES, SPREADSHEETS OR RELATED SOFTWARE

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE
POSSESSION OF A NEW MEXICO WATER SUPPLY, LEVEL IV CERTIFICATE
POSSESSION OF A NEW MEXICO WASTEWATER CERTIFICATE, LEVEL II

SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

LEAD SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. SERVE AS PROJECT COORDINATOR FOR ASSIGNED PROJECTS RELATED TO THE WATER AUTHORITY'S NORTHWEST SERVICE AREA WATER DISTRIBUTION AND SEWER SYSTEMS. COLLABORATE WITH INTERNAL STAFF, CONTRACTORS AND OTHERS. DEVELOP PROJECT GOALS AND OBJECTIVES. PREPARE FORECAST OF NEEDED FUNDS AND ASSISTS IN DEVELOPMENT OF PROJECT BUDGETS. MONITORS PROJECT BUDGET AND RECOMMENDS EXPENDITURES AND BUDGET ALLOCATIONS.
2. UTILIZE A COMPUTERIZED WORK MANAGEMENT SYSTEM TO PLAN, DEVELOP, PRIORITIZE AND SCHEDULE ACTIVITIES AND WORK ORDERS FOR COMPLETION OF TASKS AND ASSIGNMENTS BY VENDORS OR WATER AUTHORITY STAFF.
3. PLAN, SCHEDULE AND COORDINATE THE MATERIAL, EQUIPMENT AND LABOR REQUIREMENTS FOR PROJECTS AND WORK ORDERS. ASSISTS IN PREPARING BID SPECIFICATIONS FOR THE PURCHASE OF NEEDED EQUIPMENT AND SUPPLIES.
4. REVIEW COMPLETED WORK ORDERS FROM AN OVERALL STANDPOINT FOR PROFICIENCY AND CONFORMANCE TO REQUIREMENTS, POLICIES, PROCEDURES AND WORK STANDARDS WHICH MAY INCLUDE EQUIPMENT, LABOR AND SAFETY REQUIREMENTS.
5. PLAN AND SCHEDULE AND TRACK WORK ORDERS ON A DAILY, WEEKLY OR LONGER TERM BASIS TO MAXIMIZE EFFICIENCY AND ENHANCE PRODUCTIVITY.
6. MAINTAIN DATA IN THE MAINTENANCE MANAGEMENT SYSTEM BY ENTERING AND UPDATING ENTITY INFORMATION. ANALYZE AND REGROUP ENTITIES.
7. COORDINATE AND PARTICIPATE IN ADMINISTRATIVE DUTIES RELATED TO CUSTOMER BILLING AND COLLECTION OF REVENUE. PREPARE AND PRESENT REPORTS AND CORRESPONDENCE AS APPROPRIATE AND NECESSARY.
8. MAINTAIN, RECONCILE AND AUDIT BANK DEPOSIT PREPARATION. REVIEW AND APPROVE INVOICES, AND PERFORM ACCOUNTS RECEIVABLE AND PAYABLE ACTIVITIES.
9. INSPECT WORK IN PROGRESS AND WORK COMPLETED TO ASSURE THAT REPAIRS, MAINTENANCE AND PROJECT ACTIVITIES ARE IN ACCORDANCE WITH APPLICABLE REQUIREMENTS.
10. IDENTIFY OPPORTUNITIES FOR IMPROVING SERVICE DELIVERY METHODS AND PROCEDURES. MEET WITH STAFF TO IDENTIFY AND RESOLVE PROBLEMS. REVIEW WITH APPROPRIATE MANAGEMENT STAFF.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF CUSTOMER SERVICE.
2. PERFORM RELATED DUTIES AS REQUIRED.

PREFERRED KNOWLEDGE

PRINCIPLES, PRACTICES, METHODS AND EQUIPMENT USED IN THE CONSTRUCTION, INSTALLATION, MAINTENANCE, OPERATIONS AND REPAIR OF WATER DISTRIBUTION AND WASTEWATER COLLECTION SYSTEMS
MAINTENANCE WORK ORDER MANAGEMENT AND OTHER APPLICATIONS RELATED TO A WORK ORDER SYSTEM
METHODS, PRACTICES AND TECHNIQUES OF WORK ORDER SCHEDULING, WITH EMPHASIS ON COMPUTERIZED SCHEDULING AND TRACKING SYSTEMS
OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF A CUSTOMER SERVICE PROGRAM
MAXIMO WORK ORDER SYSTEM
PERTINENT FEDERAL, STATE AND LOCAL LAWS, CODES, REGULATIONS AND ORDINANCES
INTERMEDIATE COMPUTER SKILLS

PREFERRED SKILL/ABILITY

OVERSEE AND PARTICIPATE IN EITHER WATER OR WASTEWATER OPERATIONS AND MAINTENANCE ACTIVITIES
PLAN, SCHEDULE AND EVALUATE THE QUALITY AND QUANTITY OF WORK NEEDED TO ACCOMPLISH WORK GROUP GOALS WITHIN SET LIMITS OF TIME AND COST
INTERPRET AND EXPLAIN WATER AUTHORITY CUSTOMER SERVICE POLICIES AND PROCEDURES RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL PUBLIC
PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF DIVISION GOALS, OBJECTIVES AND PROCEDURES PREPARE CLEAR AND CONCISE RECORDS, REPORTS AND OTHER WRITTEN MATERIALS ANALYZE PROBLEMS, IDENTIFY ALTERNATIVE SOLUTIONS, PROJECT CONSEQUENCES OF PROPOSED ACTIONS AND IMPLEMENT RECOMMENDATIONS IN SUPPORT OF GOALS COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE AND FIELD ENVIRONMENT

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: WALKING, STANDING OR SITTING FOR PROLONGED PERIODS; BENDING, STOOPING, KNEELING; OPERATING MOTORIZED VEHICLES; USE OF COMPUTER KEYBOARD.