



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Operations Support Specialist
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GENERAL PURPOSE

Under direction, performs a wide variety of specialized technical duties in support of an assigned operational department or division; the purpose of the position is based on the operational needs of the assigned department; receives, reviews, and processes or routes customer applications, construction and technical documents, and related materials which require an in-depth knowledge of operational processes or services; interacts with and coordinates services with District customers including contractors, developers, and the general public; assesses and calculates service fees; provides support to the District's Laboratory Services operations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This classification is responsible for providing technical support within an assigned operational department; while some of the work performed may be administrative, the primary purpose of the classification is to perform technical duties which require an in-depth and specialized knowledge of department operations, processes, and services. Not all operational departments will have this classification, and allocations will be limited to those approved by executive management in conjunction with the Human Resources Department. Incumbents regularly work on tasks which are varied, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Performs a diverse range of specialized technical duties in support of an assigned operational department or division; tasks performed require an in-depth knowledge of service operations and processes in assigned area.
- Performs front counter duties working with customers, contractors, developers, and the general public; responds to questions about departmental processes, forms, and procedures; researches service requirements in order to process applications and prepares documentation for review and approval by higher-level staff; receives final approvals; prepares final documentation and collects fees.
- Coordinates and schedules inspection requests from developers and contractors; maintains and updates schedules; provides technical and procedural assistance to inspectors and other departments.
- Generates and maintains records, logs, and files on all assigned projects; processes completion reports; prepares facility acceptance; initiates and processes project closures for operational divisions; notifies agencies and initiates final billing to developers; prepare files for records management.
- Receives, monitors, and prepares change management documents from and to contractors and maintains all change management data in automated system; ensures documentation is complete and routes for appropriate authorization and action.
- Generates and edits work orders through the District's Computerized Maintenance Management System (CMMS); establishes, maintains, and tracks pending projects in the database.
- Maintains the Plan Grid for all active developer utility conflict and maintenance projects.
- Monitors and maintains the Underground Service Alert (USA) system; generates location requests; verifies locations; assigns, processes, and tracks USA tickets; dispatches field locators on emergencies; responds to requests for location verification.
- Applies for, submits, and receives permits needed for maintenance work performed by District crews; permits include, but are not limited to, encroachment permits for all District work crew USA activity within a City or County right-of-way; maintains all correspondence between the District and the permitting agency.

- Creates and maintains project files which includes entering cost estimates into spreadsheets, completing agreement checklist, calculating engineering and inspection fees, generating standards agreements, and creating cover letters; maintains department files; notifies appropriate parties of agreement, accepts payment and insurance information, and assigns construction order numbers to projects; distributes project files to District parties.
- Enters, verifies, and processes time card information daily for Department staff; resolves timecard/work order discrepancies.
- Compiles, prepares, and processes standard agreements, addenda, and related documents; calculate fees; receives and processes payments, deposits, and deposit guarantee in accordance with provisions of agreements; releases developer projects for inspection; performs data entry for new project and project updates; assigns various numbers to service applications in accordance with District procedures and updates relevant databases/programs.
- Monitors and enforces payroll requirements for prevailing wage reimbursements.
- Supports project accounting by researching projects that are complete or near completion and should be closed; monitors active and inactive construction orders and service order projects for final auditing purposes and project review; assists in bi-weekly review of project overruns and maintains funding spreadsheets; reviews and monitors developer deposits for inspections and construction fees overruns; coordinates resolution with other departments.
- Coordinates department or division safety training meetings and maintains staff training records.
- Specialized support to laboratory services includes, but is not limited to:
 - Logs in water samples from internal and external sources; ensures samples are properly preserved within the chain of custody and that hold times are accurate.
 - Receives, tracks, splits, labels, and preserves water quality samples; ensures paperwork is correct; follows up with submitter to resolve discrepancies.
 - Prepares chain of custody documents and bench sheet reports to verify all reports are contained within the laboratory IMS program; provides chain of custody reports for various departments.
 - Arranges appointments for annual Laboratory, Desalter, and Reclamation plants inspections and certification; prepares certification result reports and notifies outside agencies.
- Performs receptionist duties at a District facility department, greeting and referring visitors and customers; maintains a high level of customer service quality.

- Creates, types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents, reports, correspondence, memoranda, requests for proposals, agreements, contracts, specifications, manuals, statistical charts, and other documents and materials ranging from routine to complex.
- Provides administrative support for managers, supervisors, and staff; maintains calendars; schedules meetings and makes meeting arrangements; prepares and distributes agendas and minutes; opens, routes, and distributes office mail; sends and receives faxes; routes documents for required signatures; copies, sorts, and distributes documents.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Operations and services within assigned department or division.
- District departments and their associated functions, responsibilities, and special programs.
- Operational characteristics and use of specialized systems such as USA or CMMS as it relates to work performed.
- District purchasing policies and procedures.
- Principles of quality assurance and control.
- District service fees in assigned areas of responsibility.
- Permit process requirements for the District and for other local government agencies as it relates to work performed.
- Water quality chain of custody process requirements.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- District organization, rules, policies, and procedures applicable to assigned areas of responsibility.
- General office administrative services, operations, and tasks.
- Principles and practices of sound business communication.
- Record keeping principles and practices.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide specialized operational support within an assigned department or division.
- Receive, review, process, and/or route for higher-level review, a diverse range of applications and technical documentation.
- Interpret and explain rules, regulations, and processes in assigned areas of responsibility to developers, contractors, customers, and the general public.
- Coordinate department or division operational services with internal and external customers or groups.
- Generate and track maintenance-related work orders.
- Provide administrative and clerical support within assigned department or division.
- Organize and maintain office and specialized files.
- Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Prepare clear, accurate, and concise records and reports.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Three (3) years of progressively responsible experience providing technical or administrative support to an operational department similar to the position that it is assigned to, preferably within a government or public utility environment.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Operations Support Specialist
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Operations Support Specialist. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____