City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Utility Service Coordinator</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>USCO</td>
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<tr>
<td>Pay Grade:</td>
<td>AD03</td>
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<td>Job Family:</td>
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<tr>
<td>Date Revised:</td>
<td>2/8/2021</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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**General Summary:** This position is responsible for providing administrative and customer support to Water Utility staff and the public, including the coordination of daily work schedules. This role also provides front-line customer service to the public, department/City staff and third-party vendors.

**Essential Duties and Responsibilities:**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

- Processes purchase orders; orders equipment, supplies, uniforms and arranges for maintenance and repair of office equipment.
- Manages and coordinates the City’s Azteca Cityworks software maintenance management program for underground utilities; generates templates, enters field date for cost reporting, tracks request tickets from Engineering Project Managers for follow-up field inspections and warranty issues, issues field orders to the appropriate personnel to accomplish tasks.
- Manages office for Water Utility Maintenance.
- Generates daily, weekly, monthly and yearly reports on water and sewer line locations and line failures.
- Proofs CAD drawings of water and service locations and attaches drawings to Rapid Map.
- Schedules locations of underground utilities, inspections, and line taps.
- Routinely schedules curb stop/box inspections and repair work of same; corresponds with property owners of record, by certified mail, regarding curb stop/box repair work.
- Issues right to work and sewer and water connections permits to contractors.
- Issues notifications of planned excavations to appropriate City departments and South Dakota One-Call.
- Maintains daily employee time sheets and payroll sheets for the Water Utility Maintenance group.
- Communicates by phone and/or radio to dispatch employees to work sites.

**Qualifications:**

**Education and/or Experience:**

High school diploma or general education degree (GED) and (2) two years administrative/office support experience in a professional office setting.
Certificates, Licenses, Registrations:

Must obtain and possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.

Working Conditions:

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

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Physical Demands:

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.