City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Utility Service Coordinator I, II</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>USCO</td>
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<td>Job Family:</td>
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<td>Pay Grade:</td>
<td>AD03, AD04</td>
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<tr>
<td>Date Revised:</td>
<td>11/1/2021</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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General Summary: These positions are responsible for providing administrative and customer support to Water and Sewer Utility staff and the public, including the coordination of daily work schedules, as well as providing front-line customer service to the public, department/City staff and third-party vendors. The Utility Service Coordinator has a wide variety of responsibilities and requires the ability to maintain a high degree of sensitivity to confidential matters and be flexible with changing priorities and assignments.

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.

Utility Service Coordinator I:

- Processes purchase orders; orders equipment, supplies, uniforms and arranges for maintenance and repair of office equipment.
- Generates work templates, enter field date and time for cost reporting, 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.
- 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.
- Coordinates activities performed within the division and/or department, including office management.
- Reviews, processes and tracks critical information for the division and/or department. May include, but not limited to vouchers, contracts, permits, billing, invoices, grants, certifications, payments and maintains confidentiality and uses discretion at all times.
- Assists with travel arrangements, runs errands as needed, and attends meetings.

Utility Service Coordinator II: In addition to duties/responsibilities above

- Resolves more complex problems, concerns and complaints expressed by contractors and the general public.
- Viewed by the Division/Department as a go-to resource for effective handling of Utility Maintenance administrative processes and procedures. May be a mentor for the USCO I position.
• May serve as support and staff liaison to committees and task forces
• May handle special projects within the division or department
• Manages and coordinates the City’s Azteca Cityworks software maintenance management program for underground utilities tracks request tickets from Engineering Project Managers for follow-up field inspections and warranty issues.
• Proofs CAD drawings of water and service locations and attaches drawings to Rapid Map

Qualifications:

Education and/or Experience:

Utility Service Coordinator I: High school diploma or general education degree (GED) and (2) two years administrative/office support experience in a professional office setting. Demonstrate proficiency with Microsoft© Office products, other general business software, including web-based systems, and any other software/systems deemed critical by the hiring authority. The ability to effectively and professionally communicate verbally and in written form.

Utility Service Coordinator II: Associate’s Degree or equivalent from a two-year college or technical school with a minimum of three years of directly related administrative support experience in a professional office environment: OR high school diploma or general education degree (GED) with a minimum of five years of directly related administrative support experience in a professional office environment, 1-2 years experience with Cityworks maintenance management programs and/or CAD software; OR a combination of education and experience deemed acceptable by the hiring authority

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.