

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>Assistant Program Manager – Lead Service Replacement Coordinator</b>	Department:	City Utilities Engineering
Requisition Number:	2023126		
Hours:	Part time position – flexible, up to 29 hours per week	Rate of Pay:	\$25.43 - \$35.00 per hour
Date Posted Up:	2/7/2023	Date Posted Down:	Until Filled
Time Up:	9:00 a.m.	Time Down:	

**SUMMARY**

Working under the direction of City Utilities’ Water Engineering, incumbent assists City Utilities by providing support for the lead service line replacement program and other operations needed for the performance of the Utility. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with City and department policies and procedures as well as federal, state, and local regulations. At all times, the incumbent maintains absolute confidentiality of all work-related matters, including personnel records and all associated information.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.**

**Lead Service Line Replacement Program**

- Assists in developing policies & procedures regarding replacement of lead water service lines.
- Conducts public outreach and communications to educate community members about lead water service lines.
- Assists with inventory and information collection for implementation of water service material inventory
- Works with engineering, public relations, and customer support staff to plan and carry out communications with property owners for the purpose of lead service replacement or other water engineering construction projects. This includes meetings, mailings, calls, texts, social media and other outreach efforts.
- Attends and helps lead community meetings with property owners to discuss projects, construction and facilitates the attendance and follow up by appropriate project staff
- Work with property owners, engineers, construction managers and operations staff as needed to obtain information on the water service inside and outside of homes to help with construction efforts.
- Provides specialized support to individuals regarding lead service replacement when requested by customer support department
- Track progress and keeps organized internal records and ensures updating of GIS and databases on ongoing lead replacement work by all departments
- Coordinates with financial services staff to timely and accurately bill customers for completed work
- Works with engineering staff and construction contract managers to resolve complaints or issues surrounding lead service contracts, including transfers of real estate interests and billing.
- Review lead replacement contracts and assist in elimination of errors
- Train other staff on the lead replacement program.

**Construction Support - Material Inventory Management**

- Monitor and manage materials used on construction projects
- Work with construction managers, inspectors, and contractors to ensure materials are efficiently and accurately distributed to projects.
- Proactively monitor and propose restocking materials as need to keep projects adequately supplied
- Work with material distributors to obtain bids and purchase orders to purchase materials for projects.
- Manage inventory deliveries and coordinate with engineering and operations staff, distributors, and contractors.
- Track material invoices and verify quantities and pricing and make recommendations for invoice payment.
- Suggest, develop, and implement approved improvements to the material purchasing, storage and tracking process.
- Build business cases and reporting for material inventory programs

### **Engineering Support – Project and Administrative Functions**

- Assists in maintaining Utility standards, specifications, and standard operating procedures.
- Assists, coordinates and/or performs process documentation and process improvements.
- Assists in monitoring and updating Program Management Information System information
- Assists Utility staff in coordinating communications efforts with community stakeholders.
- Provides backup and support for staff in Engineering Administration, Engineering Office Management and Capitol Project Support Services programs
- Performs other duties as assigned.

### **PERFORMANCE EXPECTATIONS**

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for indirect supervision and coordination of engineering technician(s), capital project services staff, public relations staff and intern(s) in workloads associated with the lead service replacement and inventory management programs. A moderate degree of decision making will be required. Ability to build trust with co-workers and create a work environment that is collaborative in nature.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below and in following sections are representative of the knowledge, skill, and/or ability required.

- Function effectively as a member of an interdisciplinary team and assist with business process improvements and inventory management programs
- Strong organization skills and ability to develop and implement plans for teams

### **EDUCATION and/or EXPERIENCE**

- Bachelor's degree in public or business administration, organizational leadership, economics, urban planning, or approved equivalent degree from an accredited four-year college or university, or equivalent combination of education, experience, and/or training
- Two (2) years of experience in a public agency, utility, and/or work facing the general public; or equivalent combination of education, training, and/or experience.
- Experience with Microsoft® Office, Excel spreadsheets using pivot tables for data analysis, PowerPoint, Word, and Adobe Illustrator

## **OTHER KNOWLEDGE, SKILLS and/or ABILITIES**

- Standard knowledge of the principles, objectives and practices of local government administration and utility management;
- General understanding and comprehension of project management principles
- General understanding of drinking water utilities and associated regulations
- Ability to perform duties with limited supervision;
- Principles and applications of critical thinking, problem solving and analysis;
- Principles of business correspondence and report writing;
- Ability to establish and maintain effective working relationships with staff members, other departments in the City, other government agencies, and the general public;
- The ability to speak a second language, such as Spanish or Burmese, is preferred but not required.
- The ability to utilize ESRI ArcMap is preferred but not required.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from co-workers, customers, regulatory agencies, or members of the business community. Ability to effectively present information to management and public groups. Ability to write reports and correspondence. Ability to collaborate with co-workers and staff in a way that achieves desired results while supporting a positive team environment.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to take initiative in definition, design and accomplishment of work. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to make decisions about what needs to be done within established parameters. Ability to develop program work plans designed to improve or expand current service levels. Ability to manage documents, forms and computer records in order to standardize and minimize risk due to errors or omissions.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

If a City vehicle is used, successful applicants must have either;

- A valid Indiana Driver's License, or
- A valid driver's license accompanied with a notarized or certified copy of the individual's driving record from the state/region/country where such license was issued.

## **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 will be required to sit and use hands to finger, handle, or feel. The employee will be required to stand; walk; reach with hands and arms; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and color vision.

## **WORK ENVIRONMENT**

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 frequently exposed to moving vehicles, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

**Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.