



respect - Communication - Integrity - Teamwork - family

ENGINEERING SERVICES REPRESENTATIVE

DEPARTMENT/DIVISION: Public Works/ Engineering

GRADE: 5

GROUP: AFSCME

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: July 1, 2011

SUMMARY

An employee in this position reports to the Public Works Executive Analyst and provides administrative support to the Engineering, Water, Wastewater and Utility Billing Divisions on utilities related issues as well as residential, commercial and private land development projects. This employee also assists customers with and provides information regarding City system development charges, utility services, permits, land development and construction and maintenance activities, answers questions and generates the appropriate documentation for requests from the public and from co-workers concerning the availability, cost, installation, or repair of the City's utilities. Assists customers and contractors with obtaining various Engineering permits. Generates orders of new service or maintenance requires, and ensures routing to appropriate divisions for scheduling. Updates new service and maintenance changes and performs data entry to the City's various information systems. Generates invoices for private land development inspection charges, water hydrant consumption and miscellaneous water and sewer maintenance or repair charges. Performs administrative office duties. Performs related duties as required.

EXAMPLE OF DUTIES

Duties may include but are not limited to the following:

Assists customers, contractors, and co-workers by telephone, in writing, or in person in a courteous, responsible and knowledgeable manner, providing information regarding City utilities, permits, land development and construction and maintenance activities. . Quotes established fees and requirements to customers according to policy. Distributes and collects applications and documentation. Prepares receipts for charges paid and collects payment of fees; routes payments to Finance.

Signs off on Residential Reviews from Planning by verifying water and/or sewer availability. Calculates stem Development Charges, meter installation fees and other related fees based on property use information provided by applicant. Prepares

applications and documents for distribution to applicant for the purpose of obtaining new utility services.

Processes applications for new utility services which includes maintaining database information, collecting fees, communicating requests to other division and maintaining accurate records of new services for access by City staff.

Prepares, routes, tracks, and files all types of service orders utilizing the City's Work Order Facility Management database. Examples include new water meter installations and fire protection services and other miscellaneous service requests or trouble calls such as sewer maintenance issues, raising or relocating water serves, and water meter and main leak reports. Produces sketches and work orders of requested installation or maintenance activities and routes to utility crews.

Requests underground utility locates online for water and sewer divisions. Processes and forwards excavation permit applications to the Klamath County Engineer for all work performed by City Water Division crews within Klamath County right-of-way.

Responsible for data entry of all new address and property information into the City's Land Parcel Management information database as well as updating any property changes such as ownership change, etc. in order to support utilization by City Engineering, Planning, Billing, Water and Sewer and Maintenance divisions.

Responsible for all aspects of invoicing, payment receipt, delinquency and file management of the City's Cost Recovery Agreement program for private land development. Generates invoices for water and sewer service charges such as televising, maintenance or damaged infrastructure.

Responsible for all aspects of the hydrant water meter rentals program which includes setting up contracts, tracking water consumption and processing invoices.

Creates and maintains documents, forms, spreadsheets, contracts, applications, fee schedules, etc. for use by City staff and the public. Ensures accuracy and updates and saves copies on shared City database for access by City staff.

Creates the project files for construction of private development, subdivision plats, land partition plats and land parcel management. Creates and maintains files for City vehicle maintenance inspection reports. Maintains and updates current vehicle assignment list for Engineering staff.

Provides administrative duties such as ordering office supplies, scheduling meetings, copying sets of plans for distribution to other divisions and preparing letters, documents or plans for mailing. Assists with interoffice mail pickup and distribution.

Calculates System Development Charge increases annually based on construction index information received from Administration. Routes change information to Water, Wastewater and parks divisions. Updates fee schedules for distribution to the public and City staff.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATION REQUIREMENTS

High School diploma or general education degree (GED) and three (3) years of administrative clerical work, preferably in a City utility billing office or other utilities, construction, or land development related field.

DESIRED: Two (2) years post high school education with emphasis on office and computer skills and customer service.

LICENSE/CERTIFICATIONS

Valid Oregon Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Microsoft Word, Excel and outlook programs, engineering and utilities terminology, and procedures/practices in the operation, construction and maintenance of utilities and private development projects. Information systems database including Land Parcel Management, Accounts Receivable, Utility Billing and Work Order Facility Management.

Skill in:

The operation of computers, multi-line telephones and related office equipment such as printers, credit card machines, copiers and fax machines.

Ability to:

Read and interpret documents such as utility infrastructure maps, City codes or ordinances, safety rules, operating and maintenance instructions, and procedure manuals; effectively relay information to customers or co-workers in a knowledgeable manner; to write routine reports and correspondence; perform arithmetic computations; maintain and prepare records and reports; effectively use computer assisted business/financial and utilities/maintenance programs; enter data; operate a variety of appliances and equipment; establish and maintain effective working relationships.

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 the job.

While performing the duties of this job, the employee is regularly required to: stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; and stoop, kneel or crouch; and talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close 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 qualified individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

