



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

SECTION 1 - DEMOGRAPHIC INFORMATION

Class Title	Water Systems Manager	Department	Public Works	Division	Water
Classification per 2.76 RMC	☐ Executive (City Officer or Department Head) ☐ Managerial Service ☒ Deputy/Assistant Service ☐ Supervisory ☐ Professional ☐ Confidential ☐ General Employee			Work Location	☐ City Hall ☐ Fire ☐ Health ☐ Library ☒ PW ☐ Police
Full-Time / Part-Time	☒ Full-time ☐ Part-time, Hours per week ____	Supervisor Title	Director of Public Works		
HR Only	Working Title	Salary Grade -		FLSA Code:	☒ Exempt ☐ Non-exempt

Position Summary – Summarize the purpose and primary responsibilities for this position. (Job Announcement Wording)

The Water Systems Manager is responsible for the overall installation, operation, and maintenance of the water distribution system and facilities for the delivery of safe potable water to the public.

- Plans and schedules, coordinates, and supervises all field operations, maintenance, laboratory analysis material acquisition, contractors, etc. to ensure efficient use of personnel and materials;
- Supervises the operation, maintenance, construction, and repair of the water distribution system, including watermain, valves, hydrants, services, two water towers, reservoir and pump station;
- Oversees the underground locating service in response to Digger's Hotline requests;
- Maintains accurate facility, construction, operating, and maintenance records;
- Has thorough knowledge of SCADA, GIS, city's asset management and service request software;
- Completes operating and maintenance reports including all federal, state and local regulatory reports;
- Attends pre-construction meetings, works closely with construction contractors that may affect city water infrastructure;
- Assists in the development and execution of the utility operation and capital improvement program budgets;
- Monitors and understands all local, state, and federal codes, rules, and regulations related to water distribution;
- Develops written standard Operating procedures and methods for water crews to follow;
- Coordinates and supervises the installation of service taps;
- Oversees the water utility billing function for the water metering function and the overall administration of the city's billing service;
- Responds to emergency calls during off hours;
- Assists in the coordination of the city's cross-connection program;
- Collaborate with City's Engineering Department regarding construction projects, lead service line replacement program;
- Notifies water customers of interrupted water service;
- Prepares purchase requisitions and material reports;

- Reviews and approves invoices for payment in a timely manner;
- Develops the working schedule for all Water Distribution employees;
- Develops standard training criteria for all new and existing employees;
- Evaluates the performance of employees under direct supervision;

SECTION 2 - DESCRIPTION OF EXPECTED WORK HOURS/CORE FUNCTIONS, ESSENTIAL DUTIES & RESPONSIBILITIES

The core functions/essential duties/responsibilities of the job, which are the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Wording that provides a clear for someone not familiar with the work is used. Terminology or acronyms that are not widely known are avoided. The list includes the duties that are most important at the top, and the estimated percentage of the total annual time that each item takes. (FYI - 10% equates to roughly 200 hours of a work year.) Duties and responsibilities that account for as close to 100% of work time as possible are listed. Catch-all categories may be included but are not evaluated as part of the classification for the position (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated. **Frequency Codes:** Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Expected Work Hours/Core Functions/Essential Duties and Responsibilities of the Position		Frequency	% of Annual Total Time
Expected Work Hours	☒ Normal Business Hours (M-F, 7 am- 3:30 pm); but may work alternative schedules as required ☐ Full-time salaried position ¹ ☒ Emergency call outs, before and after standard scheduled hours of work including weekends and holidays ☐ Watch Duty ☒ Other, describe: responding to emergencies that may require off hour response Regular attendance is an essential function of this job to ensure continuity of service delivery.		
Approving time allocation for each employee on bi-weekly basis		D	5
Addressing a variety of personnel functions(s) relating to Family Medical Leave Act, sick leave, worker's compensation claims, recruiting, discipline.		D	5
Oversee operations for the pump stations, reservoir, and water towers.		D	10
DNR and Public Service Commission Compliance		B	20
Monitor Capital Improvement Projects		N	20
Review and evaluate utility billing		B	10
Coordinate and direct all work operations with staff for reservoir, meter shop and field operations		D	25
Prepare utility and capital improvement budget relating to water infrastructure		A	5

SECTION 3 - COMPETENCIES, KNOWLEDGE, SKILLS AND ABILITIES

	Accountable	Responsive to the community's interests and needs; timely; dependable; consistent; answerable; effective in the use of resources; adheres to established policies and procedures as appropriate; able to justify decisions and actions.
	Driven	Goal oriented, creative in problem solving; exhibits initiative: sets and pursues high standards; motivated to succeed.
	Dedicated	Demonstrates service to others; is customer focused; displays cultural competency and professionalism.
	Integrity	Sincere, honest, trustworthy, and ethical; models values and embodies competencies.

¹ with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs. Accessible by cell phone and/or to report to the worksite outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.

	Technical	Has and grows knowledge and skill in area of expertise; is competent and proficient in the use of available technology; develops cross-functional skills.
	United	Encourages and exemplifies teamwork, positive attitude, and emotional intelligence; is an effective communicator, tactful and diplomatic; mentors others; regularly gives and receives feedback.
	Progressive	Strategic, innovative, skilled in change management and agile; challenges the status quo; explores and drives continuous improvement opportunities.
	• Recommend changes in procedures and processes to improve efficiency; • Support initiatives such as strategic planning, LEAN, and innovation; • Maintain prompt, predictable, and regular physical attendance; • Provide truthful and accurate written and verbal communications; • Possess the knowledge, skill and ability to meet physical demands and requirements, effectively function in the work environment and efficiently utilize the tools listed in Section 7 at the proficiency levels listed. <u>If checked the following are applicable to the position:</u> ☒ maintains the ability to competently and credibly testify in court; ☒ maintains ability to lawfully operate designated motor vehicles at all times when driving duties are performed; ☒ maintains the ability to travel throughout and enter all different properties in the jurisdiction	
Job Specific	List the desired knowledge, skills, and abilities needed to be successful in performing the position (e.g., knowledge of local government organization and administration; skill in listening, critical thinking, problem analysis and problem-solving; ability to quickly adapt and learn specialized software systems and databases)	
	• comprehensive knowledge of the methods, practices and materials used in maintenance and operation of the Water Division facilities • general knowledge of the operations and maintenance required within the Water Division operations • general knowledge of automated systems/applications relating to water operations • knowledge of occupational hazards and safe work practices • considerable skill in planning, assigning, training and supervising the work of others • comprehensive knowledge of State and federal regulations involving installation and maintenance of water collection systems, water quality laws, water sampling methods and regulations • considerable skill in establishing program objectives and performance goals and assessing progress toward their achievement • considerable skill in policy and procedure development, implementation and review • considerable skill in accomplishing the quality and quantity of work expected within set limits of cost and time • provide budget recommendations and fiscal responsibility of the approved utility general budget and capital improvement program • ability in analyzing organizational and operational problems and developing timely, efficient and economical solutions • ability to analyze water systems, identify problems and determine optimum solutions • considerable skill in communicating effectively, both orally and in writing • considerable skill in establishing and maintaining effective working relationships with superiors, subordinates, employees, and the public • considerable skill in maintaining accurate records and preparing clear and concise reports • ability to exercise sound judgment and make sound decisions • ability to quickly adapt and learn specialized software systems and databases • good knowledge of computer applications and mobile devices such as an iPad • ability to promote innovation, operational excellence and continuous improvement • possess the emotional intelligence to effectively perform the duties of the position	

SECTION 4 - JUDGMENTS / DECISION-MAKING

Five of the most typical judgments/decisions made in performing the job as well as the solutions to these problems, and the resource, input or guidance others provide in arriving at the decision. Who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Staffing	Allocate staff where needed per work demands	Other city departments	Director
Working with Capital Improvement Program projects	Communication with contractor/consultant	Contractors	Director
Regulatory compliance per Department of Natural Resources, Public Service Commission, Environmental Protection Agency.	Turn more valves, flush hydrants, inspection and maintenance, water sampling, reporting.	Staffing	Director

Maintain the City's water distribution system	Provide staffing and funding for replacements and repairs of water distribution system	Rebuild/address maintenance within department or outsource	Director
General Operations of Water System Distribution	Meet water system demands from patrons, businesses, DNR, Public Service Commission in a timely and efficient manner-replacement of water system infrastructure, testing, hydrant maintenance, main breaks, etc.	Staff, equipment	Director

SECTION 5 - WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS Typical work relationships with persons inside or outside of the City of West Allis.

Title of individuals with whom this position typically interacts	Interaction Description.	Why is it necessary?
Director Public Works	Discuss budget, identify priorities, coordinating work capital improvement projects and water system issues, addressing problems that arise work project, discipline and other personnel issues, promotions/hiring	Operation of city's water infrastructure
Asst. Director of Public Works	Work schedule, operations related to daily and capital improvement projects design by city engineering department	Coordination of daily operations
Engineering Department	Construction projects, lead service lines (private/public)	Communication and materials needed
Contractors	Discuss water turn offs, taps, hotlines	Cost efficient and time saving
Water Utility Specialist	Discuss daily operations and issues that occur as needed to address work tasks or capital projects	Assign staff as needed for daily operations
Alderspersons/Mayor/Department and/or Division Heads	Respond to various inquiries relating to work processes, complaints, utility billing, funding, project needs	Budget, respond to questions, forecast needs for project(s)

SECTION 6 - EDUCATION, EXPERIENCE, CERTIFICATION, LICENSURE, TRAINING REQUIRED²

Education	☐ Less than High School ☒ High School/GED ☐ One Year Certificate ☒ Associate's Degree ☐ Bachelor's Degree ☐ Master's Degree ☐ Professional Degree Field of Study: Civil Engineering, Public Administration, or related field with 4 years of recent paid supervisory work experience related to public water distribution systems. OR high school graduate/equivalent and 8 years of recent paid supervisory work experience relating to public water infrastructure related systems		
Experience	☐ No Experience ☐ < 2 yr. ☐ 2 to 3 yrs. ☒ 4 to 5 yrs. ☐ 6 to 7 yrs. ☒ 8 to 9 yrs. ☐ 10 to 11 yrs. ☐ ≥ 12 yrs. Experience in municipal water distribution systems and/or construction, maintenance, and repair of water systems related work.		
Required Certification/Licensure/Training³	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Department of Natural Resources Distribution License	State offered test	Yes	
Completion of supervisory certificate	CVMIC and/or APWA	No	yes, within one year
National Incident Management Systems (NIMS) ICS-100 and	Provided by City	No	yes within 6 months

² Equivalencies are used where deemed appropriate with regard to education and experience requirements. Combinations of education and experience which are likely to lead to success with essential duties and responsibilities are considered. Generally 2 years of relevant experience may be substituted for each year of education. This does not apply to required professional degrees, licensures, or certifications (e.g., juris doctorate, public health nurse, etc.). If Equivalency was indicated for Educational requirements, it should be taken into consideration when determining work experience requirements.

³ including but not limited to: valid WI Driver's License, valid WI Commercial Driver's License [CDL], confined space training, blood borne pathogen training, etc.

700 training			
Lean/Six Sigma Training, Preferred	Provided by City		yes
Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.): The City of West Allis will pay for certifications directly related to job duties.			
List preferred Education, Experience, Certification, Licensure or Training –			

SECTION 7 - SUPERVISION / MANAGEMENT

A. Supervision Received by this position upon successful completion of a training period:

- ☐ **Close Supervision:** Assigned duties according to specified procedures and receives detailed instructions. Work is checked frequently.
- ☐ **Supervision:** Performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.
- ☐ **General Supervision:** Normally receives little instruction on day-to-day work and receives general instructions on new assignments.
- ☐ **Direction:** Establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.
- ☒ **General Direction:** Exercises wide latitude in determining objectives and approaches to critical assignments.

B. Type of Responsibility/Area of Action performed by this position:	Yes	No	Provides Input
Screen / Interview Applicants	X		
Hire / Promote Employees	X		
Provide Written / Verbal Warnings	X		
Suspend Employees	X		
Terminate Employees	X		
Prepare Work Schedules for Others	X		
Project Management	X		
Provide Work Direction for Others	X		
Evaluate Performance of Others	X		
Counsel Employees	X		
Train Employees (as part of the normal duties of the job)	X		
Approve Overtime	X		
Approve Time Off Request for Others	X		
Develop / Implement Policies	X		
Direct supervision⁴ of any employees. Number of FTEs and job titles of those employees listed below:			
Job Title	# of FTEs		
Customer Service Administrator	1		
Water Utility Specialist	1		
Commercial Plumber	1		
Maintainer	3		
Pumping Station Operator	1		
Assistant Pumping Station Operator	1		
Maintenance Repairer	6		
Accounting Specialist	1		
Administrative Support Assistant	1		

SECTION 8 - PHYSICAL DEMANDS⁵ AND REQUIREMENTS /WORK ENVIRONMENT/TOOLS

⁴ Section 111.70 (1)(o) Wis. Stats. defines a **supervisor** as: "...any individual who has authority, in the interest of the municipal employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other employees, or to adjust their grievances or effectively to recommend such action, if in connection with the foregoing the exercise of such authority is not of a merely routine or clerical nature, but requires the use of independent judgment."

⁵ <https://www.bls.gov/ncs/ors/physical.htm>

N=Never (0 minutes per day) **S**=Seldom (1 to 5% of time, 1-25 Minutes a Day) **O**=Occasional (5 to 33% of time, 26 minutes to 2.5 hours per day)
F=Frequent (34 to 66% of time, 2.6 – 5.25 hours per day) **C**=Constant (67 to 100% of time, 5.26 and above hours per day)

Possess the physical capacity to perform the duties of the position including, but not limited to –	Never	Seldom	Occasional	Frequent	Constant
Carry/Lift/Lower/Push/Pull Objects or Materials of 10 - 50 Pounds		X			
Carry/Lift/Push/Pull Objects or Materials of > 50 Pounds; Handle Odd Objects		X			
Alternate Sit/Stand or Walk at Will - The ability to alternate between sitting and standing is present when a worker has the flexibility to choose between sitting or standing as needed when this need cannot be accommodated by scheduled breaks and/or lunch period.				X	
Climbing Ramps/Stairs - Ascending or descending ramps and/or stairs using feet and legs. Hands and arms may be used for balance (e.g., to hold a railing).			X		
Climbing Ladders/Ropes/Scaffolding - Ascending or descending ladders, scaffolding, ropes, poles and the like using feet/legs and/or hands/arms.			X		
Communicating Verbally - Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.					X
Crawling - Moving about on hands and knees or hands and feet.		X			
Crouching - Bending body downward and forward by bending legs and spine.		X			
Far Visual Acuity - Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.				X	
Fine Manipulation - Picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.		X			
Foot/Leg Controls - Use of one or both feet or legs to move controls on machinery or equipment. Controls include, but are not limited to, pedals, buttons, levers, and cranks.		X			
Gross Manipulation - seizing, holding, grasping, turning, or otherwise working with hand(s). Note: Fingers are involved only to the extent that they are an extension of the hand.		X			
Hearing Requirements - The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes/alarms). A yes or no answer is captured for each of the five hearing requirements listed:					
One-on-one (in person)					X
Group or conference (in person)					X
Telephone					X
Other sounds					X
Passing of hearing test required					X
Keyboarding - Entering text or data into a computer or other machine by means of a keyboard. Devices include traditional keyboard, tablet, 10 key pad, touch screen, smart phone, etc.					X
Kneeling - Bending legs at knees to come to rest on knee(s)		X			
Lifting/Carrying - Lifting is to raise or lower an object from one level to another (includes upward pulling). Carrying is to transport an object – usually by holding it in the hands or arms, but may occur on the shoulder.		X			
Near Visual Acuity - Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers			X		
Peripheral Vision - Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.			X		
Pushing/Pulling - Pushing/pulling may involve use of hands/arms, feet/legs, and/or feet only done with one side of the body or both sides. Pushing - Exerting force upon an object so that the object moves away from the force; Pulling - Exerting force upon an object so that the object moves toward the force		X			
Reaching At/Below Shoulder Level - Extending hand and arms from 0 up to 150 degrees in a vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.		X			

Reaching Overhead - Extending hands and arms in a 150 to 180 degrees vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.		X				
Sitting - Remaining in a seated position.				X		
Standing/Walking - Standing is to remain on one's feet in an upright position at a workstation without moving about. Walking is to move about on foot.			X			
Stooping - Bending the body downward and forward by bending the spine at the waist - requiring full use of the lower extremities and back muscles.		X				
Possess the capacity to effectively and efficiently work with/in the following conditions -	Never	Seldom	Occasional	Frequent	Constant	
Indoor/Office Work Environment					X	
Outdoor Work Environment Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)		X				
Insects		X				
Rodents		X				
Exposure to Various Lighting Conditions (High, Low, LED, etc.)			X			
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)			X			
Outdoor Weather Conditions (Dry/Wet/Slippery)			X			
Hazardous Fumes or Odors / Toxic Chemicals	X					
Confined Spaces (as identified by OSHA)			X			
Close Proximity to Moving Machinery / Equipment			X			
Bodily Fluids / Communicable Diseases	X					
Working Alongside Moving Traffic on Roads			X			
Electrical Hazards			X			
Vibrations				X		
Dust				X		
Interact with persons of various social, cultural, economic, personal hygiene standards, mental capacities, and educational backgrounds.					X	
Other:						
Tools Used (add as needed)	Level of Proficiency⁶ if applicable	Never	Seldom	Occasional	Frequent	Constant
Office Equipment: Desktop Computer, Copier, Phone, Fax, Scanner, etc.	☐ Basic ☐ Intermediate ☒ Advanced ☐ Expert					X
Field Technology: Ipad/Laptop/Smartphone	☐ Basic ☐ Intermediate ☒ Advanced ☐ Expert					X
Microsoft Outlook	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert					X
Microsoft Word	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert					X
Microsoft Excel	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert					X
Microsoft Access	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
Microsoft PowerPoint	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
Adobe Acrobat Professional	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
Legistar/Granicus	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
BP Logix	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
Novatime	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
HTE/Sungard	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert			X		
Assetworks	☐ Basic ☐ Intermediate ☒ Advanced ☐ Expert					X

⁶ Basic – Fundamental knowledge of common usage; Intermediate – able to perform independently with occasional guidance a majority of tasks related to position, utilizes tools in the most efficient and effective manner on a regular basis; Advanced – able to perform independently all tasks related to position, constantly utilizes tools in the most efficient and effective manner, able to implement and make suggestions on how the tools could improve processes and productivity; Expert – Recognized Authority, Go to person, able to teach others

General Code	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert	x				
GIS	☐ Basic ☐ Intermediate ☒ Advanced ☐ Expert				x	
GPS software and reporting	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert			x		
Civic Ready	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert	x				
Docuware (Document Management System)	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			x		
Neogov (Insight, Perform)	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			x		
CivicPlus (Internet, Intranet CMS)	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert	x				
Internet	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				x	
Personal Vehicle	Maintain Wisconsin Driver's License.	☐ Yes ☒ No				
City Vehicle	Maintain Wisconsin Driver's License.	☒ Yes ☐ No				
	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert					
	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert					

Section 9 - Additional Comments

Any additional information:

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities. Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City. It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

This JDQ has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. I understand that the City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

EMPLOYEE: _____ DATE: _____ SUPERVISOR: _____ DATE: _____

DEPT. HEAD: _____ DATE: _____ HR REP: _____ DATE: _____