



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

SECTION 1 - DEMOGRAPHIC INFORMATION

Class Title	Administrative Support Assistant	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	Customer Service Administrator		
HR Only	Working Title	<i>Administrative Support Assistant (Water_</i>	Salary Grade -	<i>D</i>	FLSA Code: ☐ Exempt ☒ Non-exempt

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

The Administrative Support Assistant provides essential frontline customer service, operational compliance, and clerical support for the West Allis Municipal Water Utility. Under the direction of the Customer Service Administrator, this position acts as the primary point of contact for the public, managing general utility inquiries, basic billing questions, and field staff scheduling.

This role works in close, daily collaboration with the Accounting Specialist; while the Administrative Support Assistant resolves general inquiries and basic account questions, they are responsible for seamlessly routing complex billing disputes, detailed usage investigations, and advanced financial discrepancies to the Accounting Specialist. Additionally, this position serves as an essential office resource for field staff, assisting with work orders, permits, and timecard workflows.

Due to high public call volumes and walk-in citizen traffic, task interruptions in this position are frequent and on some days almost continuous. The successful candidate must possess the agility to regularly stop and restart detailed administrative and financial tasks—such as accounts payable routing, compliance tracking, and timecard reconciliation—while maintaining a high level of accuracy and professional composure.

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 understanding 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	

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.

☐Emergency call outs, before and after standard scheduled hours of work including weekends and holidays ☐ Watch Duty ☐Other, describe:
Regular attendance is an essential function of this job to ensure continuity of service delivery.

Answer phone calls and take required action, including documentation, mailing, or referral to proper employee/supervisor, etc. for scheduling appointments; billing questions; high/low consumption; address changes; water quality; hydrants; hydrant meters; curb boxes and road boxes; tap and/or meter permits; water breaks, frozen services and other emergencies.	D	20
Shared Email Inbox Monitoring: Manage the utility's shared email inbox; respond to general inquiries, process account updates (such as contact information changes), and follow up on undeliverable emails (e.g., failed payment receipts or billing notices).	D	15
Mail Operations: Handling daily pickup/drop-off of department mail; researching returned mail; manage annual frozen service/meter notices; track outstanding letters for follow-ups or non-compliance actions.	D	3
Field Staff Scheduling: Schedule appointments for Water field staff, including meter appointments, low-pressure checks, water quality inspections, and water shut-offs. Maintain and edit staff availability using the online scheduling portal.	N	4
Citizen Permit & Request Processing: Review and process various online requests from Citizen portal, including general inquiries, address changes, hydrant permit rentals, tap permits, and real estate status forms.	N	5
Meter Exchange & Testing Compliance: Monitor utility systems for due meter exchanges and tests. Generate and distribute appointment request letters and follow-up notices to customers in strict compliance with Public Service Commission (PSC) requirements. Coordinate service disconnections for customer non-compliance.	W	15
Work Order Management: Create work orders and physical meter appointment cards. Update meter information in asset management system, process completed work orders in billing software, and electronically file finalized records.	N	10
Hydrant Meter Rentals: Coordinate distribution and return of meters; including inventory reviews and follow-up billing to contractors.	N	3
Compliance Testing & Inspection Support: Assisting water quality team with regulatory testing correspondence. Assist plumbing inspector with correspondence related to inspections and violation notices.	M	5
Accounts Payable: Gathering approvals and routing invoices through vendor payment system. Review monthly credit card statements, assign General Ledger accounts codes, posting transactions and scanning receipts to Finance Dept.	W	10
Timecard Reconciliation: Review employee timecards to ensure accuracy; assist staff with corrections; input specific pay codes (watch calls, fill-in-pay) reconcile total hours between work orders and timecards.	B	10

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.
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.

If checked the following are applicable to the position: ☒ 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

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)

Detail & Accuracy: The complexity of the billing system and the high degree of accuracy required for financial and customer data demand a candidate who is inherently detail-oriented, highly organized, and proficient with numbers.

Customer Service & Communication: Due to the nature of utility calls—which can sometimes involve difficult topics like high bill investigations or disconnects—exceptional customer service etiquette and the ability to interact effectively with all Water Utility personnel are essential.

Successful candidates must possess considerable knowledge of the Microsoft Office Suite (Word, Excel, Outlook) and the ability to quickly master specialized utility billing software and databases. This position demands effective written and verbal communication skills for customer and internal interaction, proven cooperation skills for teamwork, and the technical comfort to operate standard modern office equipment, including PCs, tablets, and copiers.

Job Specific

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
Determining Priority for Field Scheduling and Emergencies	Obtain critical details from the caller (e.g., severity of a water leak, standard vs. rush request) to route immediately. Coordinate directly with the field crew or assign high-priority field appointments via the scheduling portal.	Water Utility Specialist, Maintenance Repairers, field staff availability	Customer Service Administrator
Handling General Water Quality or Operational Complaints	Provide standard troubleshooting advice (e.g., suggest running water to clear the service line). Log the issue and refer water quality testing requests or hydrant flushing needs to field personnel via Asset Works Service Request.	Water Utility Specialist, Water Maintainer, Assisting Pumping Station Operator	Customer Service Administrator
Triaging Customer Billing Disputes & High Bill Complaints	Check the account history in the billing software to verify accuracy and payment history. Offer general guidance on checking for private plumbing leaks (e.g., toilet leak tests) or offer to	CentralSquare/Naviline billing software, Accounting Specialist, City Treasurer's Office	Customer Service Administrator

	schedule a leak-check appointment. If the inquiry requires an in-depth audit or complex PSC calculation, route the customer to the Accounting Specialist.		
Customer Scheduling Conflict or Non-Compliance with Meter Mandates	Resolve appointment conflicts by offering available standard openings or coordinate with supervisors for scheduling exceptions. For customers facing service disconnection due to non-compliance with PSC meter testing letters, clarify what actions must be taken to satisfy requirements.	Water Utility Specialist, Customer Service Administrator.	Customer Service Administrator
Emergency Inquiries	Identify the location and nature of the emergency. Contact the designated locator or the utility employee currently on watch duty for immediate radio dispatch if the call occurs during shift wrap-up windows (such as 3:00 to 3:30 pm).	Water Utility Specialist, Watch Duty staff list	Customer Service Administrator

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?
Customers	Schedule appointments, answer questions, handle complaints	Customer called or we sent a letter requesting action
Maintenance Repairer	Schedule meter change-outs, meter checks, leak checks, turn-ons and turn-offs, disconnections. Seek information missing or unclear on paperwork.	Needed for scheduling, clarification, etc.
Water Utility Specialist, Maintenance Repairers,	Curb box maintenance requests, emergency shut-off notices, notify of water leaks, hydrant problems	Emergencies, notifications to customers, repairs needed before other work can be done
Customer Service Administrator. Accounting Specialist	Coordinate activities on billing days, coordinate phone coverage, keep each other up-to-date on policy and procedure changes	Smooth operation of department

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 (Engineering, Law, Library, Medicine, Nursing, etc.) Field of Study: Additional Information (e.g. specific coursework, etc.):
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. Describe Specifics regarding required experience: Two years of recent paid business office work.

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.

Required Certification/Licensure/Training ³	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Professional Development Certification	CVMIC	No	Yes
National Incident Management Systems (NIMS) ICS-100 and 700 training	Provided by City		yes (within 6 months)
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:		X	
Job Title	# of FTEs		

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

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.

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 Proficiency ⁶ 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
Central Square/Naviline	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert					X
Assetworks	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
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

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

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: _____