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| <b>CITY OF CEDAR RAPIDS<br/>POSITION PROFILE</b>       | <b>JOB CODE #/TITLE:</b> NB240<br>Water Service Manager |
| <b>POSITION #/TITLE:</b> 1689<br>Water Service Manager | <b>Adopted:</b> 07-97                                   |
|  | <b>Revised:</b> 05-14                                   |

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| <b>POSITION DESCRIPTION</b> |
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| <b>Dept /Division:</b> Utilities/Water   | <b>Manager Level:</b> Manager                                     |
| <b>Salary Plan/Description:</b><br>NBU/Non-Bargaining Unit   | <b>Salary Grade:</b> 13   |
| <b>Reports To Position #/Job Code #/JC Title:</b><br>0030/NB186/Utilities Business Manager         | <b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>     |
| <b>FLSA Status:</b><br>Exempt  | <b>City Overtime Status (Employee Type):</b><br>Exempt (Salaried) |
| <b>Physical Demand Rating:</b> Medium  | <b>Work Environment:</b> Controlled                               |
| <b>Pre-employment Testing:</b> Drug and health screening after contingent offer.                   | <b>Position Testing:</b> Job fit assessment                       |
| <b>Personal Protective Equipment:</b> Eye, Face, Hand, Head, Reflective Vest, Hearing, Gas Monitor |   |

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| <b>General Statement of Duties</b> |
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Manages the City's water utility customer field services, collections, meter service, metering and cross connection programs and activities; performs related work as required.

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| <b>Distinguishing Features of the Class</b> |
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Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of the Water Service Supervisor, Meter Reading Supervisor and Customer Service Representatives.

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| <b>Examples of Essential Work (Illustrative Only)</b> |
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Plans, develops, supervises and evaluates the operational processes, procedures and functions of the water utility's water utility customer field services, to include meter service, metering and cross connection programs;

Reviews and approves water meter, cross-connection control and fire sprinkler installations and serves as the department liaison with industrial and commercial customers, developers and contractors; Plans, assigns, schedules, motivates, counsels, and evaluates the work of the meter service, meter reading and cross-connection-control activity personnel;

Coordinates operational and program activities with customer service, collection, meter service, meter reading and cross connection program supervisors;

Plans and directs the Automatic Meter Reading (AMR) installation program;

Coordinates building maintenance and construction projects for the Water Division Administration Building;

Plans, prepares and monitors budgetary activities for the water utility's general service activities;

Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of customer service, collection, metering, meter service and cross connection quality improvement systems;

Serves as liaison to internal and external customers and responds to requests and inquiries concerning programs, policies, procedures, time lines and organizational goals;

Manages the development of purchasing specifications, requests for proposals and professional service contracts for the purchase of goods and services;  
Develops and administers building and grounds maintenance service contracts;  
Monitors and ensures quality of services and products provided by contractors, consultants and vendors;  
Develops and administers policies and procedures for work activities and programs;  
Serves on the Water Utility management team and manages the Division's public relations;  
Manages preparation of program budgets and monitors operating and capital improvement for general service programs;  
Conducts timely performance reviews and monitors performance and staffing needs;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends meetings, conferences and workshops;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Comprehensive knowledge of public relations and media presentations;  
Thorough knowledge of customer service and debt collection principles and practices;  
Thorough knowledge of the principles, practices, procedures, equipment and materials used in meter servicing, metering, cross connection control and fire sprinkler systems;  
Thorough knowledge of hydraulics and plumbing practices;  
Thorough knowledge of the computerized processes for billing, account monitoring and water metering;  
Ability to analyze customer service, collections and water metering operations and performance requirements;  
Ability to schedule, prioritize, direct, supervise, motivate and evaluate the work of others;  
Ability to read and interpret usage data, accounting data and rate structures and develop reports for operational and reporting activities;  
Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel, and representatives of professional organizations, accountants, contractors, industrial representative and the public both orally and in writing, using both technical and non-technical language;  
Ability to prepare accurate and reliable reports containing usage rates, cross connection and metering requirements, accounting documentation findings, conclusions and recommendations;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with a Bachelor's Degree in communications, business administration or a related field; and  
Considerable experience in customer and media relations and business administration; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Valid Iowa Drivers License.  
Cross-Connection Control Certification.  
Grade III Iowa Water Distribution System Operator Certification.

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| <b>Essential Physical Abilities</b> |
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Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively;

Sufficient vision, with or without reasonable accommodation, which permits the employee to monitor a variety of computerized reporting activities;

Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate computerized equipment;

Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to monitor customer service and water metering activities.