



City of Phoenix

WATER SERVICES TECHNICAL SUPPORT COORDINATOR

JOB CODE 19270

Effective Date: Rev. 06/05

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to manage the Technical Support Function of the Water Services Department, which consists of the Geographical Information System (GIS)/Mapping Section, Applications Development, Public Information/New Construction, and Project Management/Budget. The Water Services Technical Support Coordinator oversees the maintenance of water and sewer quarter section and related maps, primarily through the GIS. The incumbent is responsible for overseeing the coordination of projects with ITD and other city departments, private development activity, interpreting and reproducing water and sewer quarter section maps and plans, authorizing water service sales, and managing historical records. Direct supervision is exercised over a Principal Engineering Technician and a Chief Engineering Technician. Work is performed under the general supervision of an Assistant Water Services Director, and performance is evaluated on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Supervises professional and technical staff who provide the general public, developers, engineers, utilities, government agencies, and other City departments with information on location, depth, flow of water and sewer, etc., and who maintain water and sewer quarter section maps on a geographical information system;
- Serves as a liaison and coordinates work between the Water Services Department and other City departments or outside agencies;
- Authorizes the sale of water and sewer services;
- Reviews and accepts or rejects private development agreements for water and sewer service;
- Authorizes the acceptance of private development water and sewer projects after construction;
- Applies City Code and policies pertaining to outside city development;
- Oversees the maintenance of historical and current construction and service records;
- Oversees CIP projects and manages CIP budgets;



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- Consults with the Assistant Water Services Director to plan and develop direction for function operations;
- Plans and administers the function's budget;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Water systems civil technology and cartography.
- Geographical information systems, and computer aided drafting and design systems.
- City codes pertaining to water and wastewater operations.
- Maricopa Association of Government specifications.
- Principles and practices of personnel management and supervision.
- Budget administration and cost analysis.

Ability to:

- Interpret codes ordinances, and policies.
- Comprehend and make inferences from material written in the English language.
- Use a personal computer and software relevant to the function.
- Perform a broad range of supervisory responsibilities over others.
- Communicate orally in the English language with customers, clients, and the public in one-to-one, face-to-face settings, in group settings, and using a telephone.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work safely without presenting a direct threat to self or others.
- Review or check the work products of others to ensure conformance to standards.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.



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- Some positions will require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of responsible experience in water systems civil technology, cartography, utility records, geographical information systems, and computer aided drafting and design systems, including two years supervisory experience, and a bachelor's degree in business administration, engineering, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.