



DEPARTMENT: James City Service Authority (JCSA)

NATURE OF WORK:

Performs professional administrative work including planning and organizing JCSA functions. Work is performed under the general supervision of the General Manager of JCSA.

ESSENTIAL FUNCTIONS OF THE JOB:

Oversees JCSA-wide special management projects, public information dissemination, and advertising. Will administer contracts as required to perform these functions.

Initiates and develops public/private efforts, and coordinates activities to support current programs and expand JCSA services through marketing. Develops publicity programs to promote the image of JCSA and educate customers to services, which includes representing the JCSA in regional activities.

Acts as staff support for Water Conservation Committee and other committees.

Represents the JCSA and the General Manager on various occasions and serves on a variety of internal and external committees.

Manages the development of new resources through grant applications to offset costs of programs of the JCSA. Assist with development and implementation of JCSA budget.

Assesses policies and procedures for their applicability and impact on JCSA operations and administration, as related to communications, customer service, training, and seeking grant opportunities. Is accountable to evaluate conclusions and recommend strategies that will further enhance operations.

Oversees the development and administration of the JCSA's Communications Plan to include news releases, printed material, brochures, and web applications.

Oversees media communications and correspondence for the JCSA.

Provides support services that furthers the goals and capabilities of the JCSA, including working with divisional groups as a facilitator to realize a continuous improvement process.

Develops and manages the coordination of JCSA-wide customer service initiatives to identify and meet community needs, programs, and services. Develops and administers a Department-wide customer service training program, with a focus on long-term customer service enhancement.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Researches and analyzes data and information related to the programs of the JCSA, as well as those proposed for the department.

Assesses and administers the preparation of reports through the collection, analysis, and arrangement of statistical information. Will also oversee preparation and collection of various reports and statistics for managerial reporting.

Administers and evaluates the efficiency of JCSA's information programs and processes, procedures for County-wide communications, and the JCSA's website.

Prepares written and oral reports for action by the General Manager or Board of Directors.

Performs other projects as assigned.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties require working in an office setting, at various facilities, and job sites throughout the County. Operates standard office equipment to include personal computer, copy machine, radio, and telephone. Drives County vehicle to work sites and other County facilities.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of Internet site management and information needs.

Thorough knowledge of the local business community, nonprofit organizations, and all other opportunities for partnerships.

Thorough knowledge of data analysis and collection principles, with the ability of identifying operating deficits and creating solutions through technology and policy enhancements.

Ability to exercise independent judgment and make independent decisions, while possessing the competence to plan and evaluate the work of JCSA employees.

Ability to present ideas and recommendations clearly and concisely, both orally and in writing.

Ability to oversee the development of high quality informational materials and presentations for the purpose of developing partnerships and maximizing revenues.

Comprehensive knowledge of principles related to revenue development for programs and services, which includes knowledge of local, State, and Federal planning agencies and funding mechanisms.

Ability to establish and maintain effective working relationships with staff, other County officials, committees, and the public.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Public Administration, Business Administration, or a closely related field; extensive management and administrative experience in the field of program management, communications, marketing; or any equivalent combination of acceptable education and experience providing the knowledge and skills cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Must possess and maintain a valid Virginia Drivers License and have an acceptable driving record based upon James City County criteria.

Requires a post-offer drug test.

Date: May 2009

UtilityAnalst152_102_01

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Utility Analyst Position Number: 152
Department: James City Service Authority Division: _____

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. Strength: The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift				✓			✓		
Push/Pull				✓			✓		
Hold/Carry				✓			✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. Climbing: To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
<input checked="" type="checkbox"/> Step stool	<input type="checkbox"/> 1 flight	<input type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input checked="" type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input checked="" type="checkbox"/> 3-4
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Not essential to job function	<input type="checkbox"/> Not essential to job function	<input type="checkbox"/> Not essential to job function

3. Ability to Stand, Sit, Walk, and Run:

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit				✓					✓
Walk	✓						✓		
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other: _____
 Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other: _____
 Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			