



ADMINISTRATIVE SERVICES SPECIALIST

604

DEPARTMENT: James City Service Authority/Utility Operations

NATURE OF WORK:

Performs responsible support work for the JCSA, such as operation and monitoring of an automated maintenance management and reporting system (Hansen IMS), Supervisory Control and Data Acquisition systems (SCADA), telemetry systems, manipulating a multilevel mapping system (GIS), and dispatching duties. Provides administrative and analytical support to staff and general administrative work in the operation of the Utility Operations office. Duties are performed under the general supervision of the Utility Systems Analyst.

ESSENTIAL FUNCTIONS OF THE JOB:

Monitors SCADA and telemetry systems to ensure safety of crews, security, and proper operation of the lift stations and wells. Monitors for power and pump failures, high force main, chlorine residuals, generator failures, etc. Notifies appropriate repair personnel or crew for emergency situations. Serves as rescue and maintenance coordinator for the dispatching of crews as needed.

Assists in the management of the automated maintenance management system (Hansen IMS). Inputs data to create and close out work orders on a daily basis. Selects data and prints periodic reports for the various sections.

Performs technical work manipulating a multilevel mapping system, both manually and with the use of computer Geographic Information Systems (GIS) technology. Uses ESRI ArcView GIS program to print maps for crews and to extrapolate data for planning purposes.

Handles a variety of administrative details including radio communications, dispatch duties, customer complaints and notification of interruptions of service, which involves contact with JCSA personnel, citizens and various County officials and representatives.

Operates radio to communicate with all crews, mechanics, and support elements. Determines nature of various problems and dispatches crews and mechanics for emergency calls and SCADA alarms. Logs and monitors movements of work crews in and out of confined spaces and other hazardous conditions.

Is knowledgeable of all safety procedures, i.e., Confined Space, Lockout/Tagout, excavation emergencies, etc. Serves as the point of contact for all field workers concerned with safety-related questions.

Answers telephone; greets callers and visitors. Answers questions regarding JCSA services, policies, water or sewer problems or refers caller to the appropriate person. Handles complaints, if possible, before referring to a supervisor.

Coordinates with Customer Service Division for the initiation and completion of scheduled services to be installed, inspections, repairs, and replacements to the JCSA's infrastructure.

Logs in new meter installations received from the Customer Services Department; logs in scheduled services to be installed.

Schedules inspection, repairs and replacements of grinder pumps, and calls in all markings to Miss Utility.

Performs other administrative clerical functions as required, such as preparing correspondence, maintaining files, making copies, compiling information, etc.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

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

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

WORK LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Requires prolonged periods of sitting. Operates computer keyboard, telephone, and radio and telemetry.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Must prove proficiency in all related tasks including overall administrative duties, automated work order system, and all tasks deemed relevant. Must understand the section's responsibility for automated maintenance support, in accordance with the JCSA's maintenance program.

Thorough knowledge of data entry operations including database management.

Basic knowledge of computers, plotters, other associated hardware, computerized databases, and data files.

Proficient at creating and updating Microsoft Excel worksheets, using Seagate Crystal reports to query the Hansen database, and using Microsoft Access program to query the spill database.

Ability to work courteously and effectively with coworkers and the general public.

Ability to maintain records, both automated and manual, and to prepare reports from such records.

Ability to speak clearly and distinctly.

Ability to work independently and make decisions within context of policies and procedures.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent and experience in radio dispatching, data entry operations and general administrative functions; or any equivalent combination of education and experience providing the knowledge, abilities and skills cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Requires a post-offer criminal history and sex offender record check.

Requires a post-offer drug test.

Date: April 2008

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Administrative Services Specialist Position Number: 604
Department: JCSA Division: Utility Operations

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 must have ability to convey technical meanings
- 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 checked="" 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: Position requires repair actions on automation equipment, i.e., computer, printers, etc.

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 checked="" type="checkbox"/> 1 flight	<input type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input type="checkbox"/> 3-4
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input checked="" type="checkbox"/> Other as many as 25 _____
<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 type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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