

CITY OF FIRCREST, WASHINGTON
POSITION DESCRIPTION



Class Title: Public Works Office Coordinator
Department: Public Works
Division: Administration
Representation: Teamsters Local 117
Salary: \$5,143 - \$6,647 per month, DOQ
Overtime Eligible

First Review of Applications: April 1, 2024

Position Open Until Filled

POSITION SUMMARY:

The Public Works Office Coordinator provides administrative support to the Public Works Director and coordinates the varied functions and activities of the Public Works Department, including Utility Billing. The incumbent must exercise considerable discretion with confidential information and interpreting and administering policies and procedures. Must have strong organizational skills.

ESSENTIAL FUNCTIONS include but are not limited to:

Utility Billing Lead:

- Prepare, process, verify, and transmit billing files to mailing vendors and online Bill Pay management.
- Provide administrative support for establishing, updating, and implementing processes, policies, and procedures.
- Audit, verify, and approve all utility billing transactions.
- Audit and complete month-end reconciliation reports and spreadsheets of all utility billing and cash receipt entries, new accounts, new homeowner Westside Disposal notices, and utility and business tax invoices for payment monthly.
- Perform collection procedures on delinquent utility accounts, including foreclosure notices, bankruptcy, and filing and releasing utility liens with the Pierce County Auditor's office.
- Provide database administration functions for the utility billing and meter reading software and hardware, and implement new software as needed.
- Assist the Public Works Director with Fircrest Municipal Code (FMC) changes relating to utility billing processes, procedures, rates, and fees to be codified.
- Monitor compliance with all utility billing procedures and functions, ensuring they meet state, federal, and other regulatory guidelines.
- Provide guidance and train staff on procedure updates, changes, and implementation.
- Provide administrative support and guidance with online utility billing functions by troubleshooting issues and assisting with user setup.
- Assist the Billing Assistant with daily operations and provide backup coverage as needed.
- Assist in preparing budget and operations analysis reports as assigned.

Office Coordination:

- Provide specialized administrative support to the Public Works Director in establishing, updating, and implementing policies, procedures, programs, plans, and existing guidelines to meet changing conditions and goals.
- Direct, train, oversee and delegate duties and assignments within the department's front office and utility billing duties.
- Recommend and arrange training of assigned Public Works personnel to complete required Continuing Education Units (CEUs) and ensure department goals are met.
- Provide input regarding department goals and budgets and monitor expenditures.
- Process invoices, requisitions, and purchase orders for payment.
- Maintain, audit, verify coding, and secure the department's Purchasing Card.
- Administer and review the department's permit requests and record retention policies, procedures, and duties per the Fircrest Municipal Code (FMC).
- Maintain, audit, and annually adjust cell tower lease payments on water tanks based on CPI.
- Assist with the preparation of WSDOT capital project packets.
- Advertise, track, audit, and process close-out paperwork for Public Works capital projects.
- Assist with updating various Public Works Manuals, including the Water System Plan, Soil Moisture Active Passive (SMAP), and Site Waste Management Plan (SWMP).
- Maintain and update utility billing and Public Works information on the City's website and social media pages.
- Purchase Public Works office and operating supplies as needed.
- Create, complete, and recommend general office Requests for Proposals (RFPs) supporting the Public Works department.
- Provides department Notary Public services (if a licensed Notary Public).
- Assume other duties as assigned by the Supervisor.

ROW Code Enforcement:

- Administer Public Works right-of-way (ROW) code enforcement duties, including City of Fircrest ROW maintenance, site distance, curb and sidewalk, and overgrown and vegetation ROW violations.
- Perform routine inspections on minor projects and code enforcement issues.
- Administer the ROW code enforcement process, including issuance of letters and violation notices and initiating contact with property owners to seek resolution.
- Maintain due process in violation mitigation and abatement.
- Prepare and maintain records, reports, and files.
- Prepare and issue notices of civil violation following adopted ordinances and procedures.

Cross Connection Control:

- Establish, implement, and enforce Cross Connection Control policies and procedures, ensuring compliance with state and local laws, as outlined in WAC 246-290, FMC 21.05, and Fircrest's Water System Plan.
- Prepare and monitor annual reminder notifications, compliance issues, test failures, BAT identification requirements, and testing calibration certification.

Compliance:

- Implement, respond to, administer, and maintain PW compliance duties and responsibilities as they pertain to programs mandated by local, state, and federal agencies, including Illicit Discharge Detection and Elimination Program (IDDE), Water Use Efficiency (WUE), Consumer Confidence Reporting (CCR), and Red Flag Rules.
- As the Water Conservation and Pollution Prevention Outreach Coordinator, ensure guidelines are followed and procedures are in place to meet and/or exceed guidelines.
- Complete and file annual reports as required.

AUXILIARY DUTIES:

An employee in this classification is expected to routinely perform other duties as assigned that would typically be performed by an employee in a position within this classification or lower. On occasion, an employee in this classification may perform the duties of an employee in a higher classification.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- High School Diploma or GED Equivalent; and
- Associate's degree in business, administrative practices, or related field; or
- Specialized coursework in general office practice; and
- Three (3) years of increasingly responsible related experience, preferably with experience in utility billing or operations; and
- An equivalent combination of experience, education, and training may be substituted that would provide the desired level of skills, knowledge, and ability required to perform the essential duties and responsibilities of the position.

Necessary Knowledge, Skills, and Abilities:

- Knowledge of modern office practices and procedures.
- Knowledge of City and department organization, operations, policies, and procedures.
- Demonstrated proficiency in utilizing computers and software applications as required for the job, including Microsoft Office.
- Knowledge of business English usage, grammar, spelling, punctuation, and vocabulary.
- Ability to communicate clearly, concisely, professionally, and courteously, utilizing effective written and verbal communication skills.
- Ability to establish and maintain effective working relationships and work positively and professionally with other employees, supervisors, contractors, suppliers, and the public.
- Ability to work independently and demonstrate sound judgment and initiative.
- Ability to interpret and apply federal, state, and local policies, procedures, laws, and regulations.
- Ability to work under pressure with frequent interruptions and in stressful situations.
- Ability to learn and apply utility billing guidelines, policies, and procedures.
- Ability to perform detailed processes with accuracy and timeliness in a deadline-intensive atmosphere.

- Ability to tactfully handle sensitive or confidential materials and situations with sensitivity, tact, and diplomacy.
- Ability to exhibit a strong commitment to internal and external customer service.
- Ability to maintain predictable and regular attendance.
- Ability to maintain a sense of humor and positive attitude.
- Ability to present a positive, friendly image to the public using tact, courtesy, and good judgment.
- Ability to work collaboratively as a part of the Public Works team.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Valid Washington State Driver’s License or ability to obtain upon employment.
- Must have a driving history acceptable to the City and maintain an insurable driving record.

SUPERVISION:

Work is performed under the supervision of the Public Works Director. This position is non-supervisory but does provide lead support and guidance to Utility Billing.

TOOLS AND EQUIPMENT USED:

Work involves using a personal computer, Microsoft Office applications, other job-specific software, copiers, printers, calculators, fax machines, and other general office equipment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment and physical demands described here represent those that an employee must meet to perform the essential functions of this position successfully.

Work is typically performed in a fast-paced office environment. Work involves moderate noise typical of an office environment, including ringing phones, multiple conversations, and operating office machines. Noise and hazards outside of a typical office environment are limited. There may be possible interactions with irate or difficult individuals.

Work involves sitting for long periods and the ability to talk or hear. Hand-eye coordination is necessary to operate computers and office equipment, and using hands is needed to reach, handle, grasp, feel, or operate objects, tools, or controls. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally required to stand, reach, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift or move up to 25 pounds. Employees will be required to wear safety protective gear when necessary.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview and reference check, and job-related tests might be required.

ADDITIONAL INFORMATION:

Reasonable accommodation will be made as required by the Americans with Disabilities Act to enable a person with a disability to perform the essential functions of this position.

The City is an Equal Employment Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, sexual orientation, marital or veteran status, gender identity, or any other legally protected status. Applicants requiring reasonable accommodation for the application and/or interview process should notify us immediately.

This job description does not constitute a contract of employment between the City and the employee and is subject to change as the needs of the City or requirements of the job change.

This job description in no way implies that these are the only duties to be performed and is intended only to provide a general description of duties performed by an employee in this classification. The employee occupying the position will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisors. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

BENEFIT INFORMATION:

The City offers a comprehensive package of benefits for our employees. Benefits include medical, vision, dental, and orthodontia insurance for you and your family; choice of WA State Department of Retirement Systems PERS Plan 2 or Plan 3 pension for general employees or LEOFF 2 for Police; and choice between two voluntary deferred compensation programs. We offer ample time off, including 11 paid holidays, a personal holiday, vacation and sick leave, compensatory time and overtime options, an Employee Assistance Program, and a fitness reimbursement plan.

The City of Fircrest creates an environment that supports wellness practices that enhance the quality of life for City employees and encourage participation in an employee wellness program. As a result, the City is a recipient of the Association of Washington Cities Well City Award.