

**NEW Water
Job Description**



Salary Wage Range: \$75,982-\$107,286

Hiring Wage Range: \$75,982-\$89,232

SECTION 1 DEMOGRAPHIC INFORMATION			
Job Title	Field Services Manager	Division	Technical Services
Department	Field Services	Reports To (Job Title)	Director of Technical Services
Full-Time / Part-Time	Full time	Part-Time (Hrs per Wk)	
Pay Grade	13	Exempt/Non-exempt	Exempt
Adoption Date (original job description date)	February 2000	Last Revision Date	07/17/2017
Approved By (generally same as "Reports To")	Director of Technical Services	Human Resources Approval Date	07/31/2017
Director Approved By (Job Title)	Director of Technical Services		

SECTION 2 JOB SUMMARY
<p>Responsible for managing the daily operations of NEW Water's wastewater interceptor systems and the Field Services Department staff. Maintains responsibility for staff and interceptor system on a 24/7 basis. Manages the interceptor system to ensure reliable and quality conveyance of customer's wastewater.</p> <p>Leads and provides direction in the operation and maintenance of NEW Water's interceptor systems which consists of gravity sewers, lift stations, force mains, and metering and sampling stations. Provides direction in the management of NEW Water's pretreatment and hauled waste programs. Supervision of and direction given to staff of professional and technical personnel consisting of Field Services Technicians, Pretreatment Program Coordinator, and Pretreatment Intern. Responsibilities include maintaining the Capacity, Management, Operation, and Maintenance (CMOM) program, the customer wastewater treatment services billing program, assuring proper operation of wastewater conveyance infrastructure and equipment, and maintaining a safe environment for Field Services staff.</p> <p>Accountable for meeting the training needs of all Field Services staff and for evaluating the capabilities of each individual so the Field Services Department can meet the demands of operating, evaluating, and maintaining the conveyance infrastructure. Work performed under the general direction of and reviewed by the Director of Technical Services.</p>

SECTION 3.....DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES	
Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed	
Description of Duties	Frequency
Key Area: Department Management/Supervisory Responsibilities	40% of job
Plans, organizes, directs and monitors the operations and activities of the Field Services Department.	Daily
Performs human resource functions which include, but are not limited to staffing, interviewing and selecting new employees, promotions, staff training and development, job description maintenance, coaching and performance management, compensation changes, employee recognition, resolution of employee concerns/conflicts, and disciplinary actions.	Daily
Develops and recommends operating and capital budgets and controls expenditures within approved budget objectives.	Weekly
Maintains transparent communication through department meetings, one-on-one meetings, appropriate emails and regular interpersonal communication.	Daily
Promotes and supports workplace culture that is consistent with NEW Water's mission, vision and strategic plan.	Daily
Ensures all staff adhere to organization wide and department specific policies and procedures that include but are not limited to regulatory, health and safety requirements.	Daily
Collaborates with directors, management team and staff in the development of divisional, departmental and individual employee goals, ensuring alignment with NEW Water's Strategic Plan.	Annually
Ensures that personal actions, and the actions of employees supervised, comply with the policies, regulations and	Daily

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laws applicable to NEW Water's business.	
Ensures preventive maintenance work orders are in place and are completed in a timely manner by supervised staff to protect the public health and welfare of NEW Water's customers, the wastewater conveyance system, its tributary treatment facilities and the watershed.	Daily
Key Area: Customer Wastewater Treatment Service Billing	25% of job
Ensures customers are invoiced in accordance with GBMSD Sewer Use Ordinance.	Daily
Administers the Customer Billing Program.	Daily
Ensures customer flow volumes are accurately quantified. Maintains historical calibration records and monthly flows, review flow trends and identify erroneous daily flows. Issues corrective action and adjust flow volumes if deemed necessary.	Daily
Collaborates with Billing Committee, discuss flow or load anomalies and trends for corrective action.	Monthly
Maintains customer and service area information including: metered and sampled basins and unmetered and unsampled areas.	As needed
Ensures customer inquiries, questions and concerns are investigated, analyzed resolved and properly communicated in a manner that maintains positive customer relationships.	As needed
Attends customer board meetings to explain, upon request or as required.	As needed
Ensures monthly wastewater invoices are generated and QC/QA is performed in a timely manner.	Monthly
Develops and administers wastewater revenue projections for each treatment facility and each customer by billing parameter by month.	Annually
Reviews and tracks monthly parameter units and associated revenue, provide variance explanation for significant favorable and unfavorable actual to budgeted differences, provide quarterly expenditure re-forecasting for year-end determination.	Monthly
Performs quality control review of invoiced wastewater units for each municipal and contracted customer to reconcile with the Billing Program.	Annually
Ensures customer direct charges reconcile with labor and material costs.	Monthly
Key Area: Capacity, Management, Operation And Maintenance (CMOM)	10% of job
Responsible for administering NEW Water's CMOM program to ensure it meets the requirements of DNR NR 210.23.	Annually
Develops and tracks annual interceptor system performance goals. Reviews annual performance, adjusts or develops new goals to address areas of improvement.	Monthly
Conducts an annual audit of the documented program. Updates and makes additions to the program document as deemed necessary.	Annually
Ensure efficient and effective O&M program elements are in place that continually review the interceptor system's performance, properly prioritizes capital projects, identify and mitigate issues that can create service issues and protect the underground facilities from service area construction activities through Diggers Hotline.	Daily
Ensures the incident command structure is properly utilized and appropriate response is provided for sanitary sewer (SSO) and treatment facility overflow events.	As Needed
Ensures NEW Water's underground facilities are accurately reflected on Digger's Hotline polygon database and all construction activities within the reported polygon database are reported to NEW Water for timely field locates by staff. This ensures NEW Water's underground facilities, the public and environment are adequately protected and quality customer service is preserved.	As Needed
Key Area: Industrial Pretreatment and Hauled Waste Programs	10% of job
Provides professional and technical oversight to the Pretreatment and Hauled Waste Programs.	Daily
Responsible for invoicing of pretreatment program permit holders for sampling and inspection events.	Monthly
Supervises the Pretreatment Program Coordinator's administration of the EPA mandated and Wisconsin DNR delegated Pretreatment Program.	Daily
Ensures the Hauled Waste and Pretreatment Programs are administered in accordance with the GBMSD Sewer Use Ordinance.	Daily
Assists the Pretreatment Coordinator in recommending changes, updates and additions to the GBMSD Sewer Use Ordinance as it relates to the Pretreatment and Hauled Waste programs.	As needed
Key Area: Projects and Teams	15% of job
Leads or is a key participant on infrastructure projects as assigned. Attends meetings, develops request for proposals, and reviews contracts, facility plan, design, bidding, and award documents and requesting Commission approval.	As needed
Researches new equipment and processes that improves the interceptor system O&M, helps reallocate labor and	As needed

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reduces costs.	
Participates as a standing member of the Management Team and the Billing and Safety Committees.	Monthly
Leads or participates on special organization projects that streamline or enhance organizational procedures and processes.	As needed
Other:	
Perform other job related duties as assigned.	As needed
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	Daily
Follow organizational policies and procedures.	Daily

SECTION 4 EDUCATION REQUIRED	
Minimum Level of Education	Field(s) of Study
Bachelor's Degree	Environmental Science, Civil Engineering, Business Administration or similar field of study.
Additional Information Regarding the Required Education:	An equivalent combination of education, training, and relevant experience will also be considered.

SECTION 5 EXPERIENCE REQUIRED	
Years of Experience	8-9 years
Other Specific Experience Required or Preferred	Experience with wastewater infrastructure preferred. Two years in a management/supervisory role preferred.

SECTION 6 CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB		
Required Certification/Licensure	Required Upon Hire?	If no, timeframe to obtain?
Current and valid Wisconsin motor vehicle operator's license.	Y	
Certified in confined area entry procedures, CPR, and First Aid.		One Year
Training in respiratory protection, CPR, lock-out/tag-out, and fire extinguisher operation.		One Year
DNR Basic General Wastewater certificate		Three Years
Preferred Certification/Licensure		

SECTION 7 ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES
<p>Possess a thorough knowledge of environmental and engineering practices and procedures to efficiently and effectively operate and maintain a wastewater interceptor system in order to mitigate impacts to the sewer service area customers and the environmental quality of the tributary watershed.</p> <p>Considerable knowledge of state and federal rules and regulations that affect the proper operation and maintenance of NEW Water's interceptor system and industrial pretreatment programs</p> <p>Considerable knowledge in preventive infrastructure maintenance practices, methods, tools, safety hazards and materials used in the operation of lift stations, metering stations and interceptor/force main conveyance systems.</p> <p>Possess considerable knowledge and ability in accounting, budgeting, understanding complex policies, procedures and technical problems that include the significant ability to critically analyze problems using sound judgement to arrive at an appropriate and effective solution.</p>

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Demonstrates the ability to lead, motivate, manage, supervise, monitor, evaluate personnel work performances and engage staff in critical conversations.

Communicate consistently and effectively orally and in writing as appropriate for the needs of the audience. Includes the ability to prepare technical reports, accessing and understanding complex problems.

Ability to establish, maintain and foster working relationships with NEW Water staff, customers, consultants, control agencies, contractors, public and the Commission.

Considerable skills in analytical problem solving, effective decision making and work prioritization abilities.

Demonstrated ability to multi-task, prioritize, plan, lead, organize, control, supervise, coach, mentor and positively influence the work performance of NEW Water staff.

Comprehensive knowledge of the principles and practices of project management.

Possess a high degree of safety awareness as it relates to hazards within the wastewater conveyance industry, driving and working in high traffic areas.

SECTION 8 SOFTWARE / TECHNOLOGY UTILIZED

Microsoft Outlook, Word, Excel, Access, Dynamics, Forecaster, SharePoint, NEW Water's Customer Billing Program, ExecuTime (Time and Attendance), Mission Communication (meter stations), Laboratory Information Management Systems (LIMS), RACO for lift stations, Rockwell Systems (SCADA), Maximo (CMMS), Maxcom (SDS for chemicals) and various software required for portable flow meters, samplers and pH meter data downloading, reviewing and/or exporting.

SECTION 9 EQUIPMENT / MACHINERY UTILIZED

Computer equipment
PPE
Confined space entry equipment, SCBAs and four gas meter

SECTION 10 JUDGMENTS / DECISION-MAKING: IMPACT

Description of Duties	Check One
Job Centered / Work Unit: <u>Decisions made</u> are typically isolated to an individual's job or work unit.	<input type="checkbox"/>
Department-Wide: <u>Decisions made</u> may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input checked="" type="checkbox"/>
Multiple Departments: <u>Decisions</u> are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input type="checkbox"/>
Entire Organization: <u>Decisions</u> are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 JUDGMENTS / DECISION-MAKING EXAMPLES

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed

Example of Decision / Judgment (3-5 examples)	Job Title of Who Reviews (If Anyone)	Frequency
Customer Billing: Recognize, recommend and initiate necessary customer billing formula changes to account for new service areas and or changes to existing service areas. Ensures equitable flows and loads are invoiced to NEW Water's 18 municipal and two contracted customers.	Director of Technical Services Billing Committee	Annually
Customer Billing: QC/QA review and analyze collected customer wastewater unit information for anomalies. Identify the source of the anomaly make correcting adjustments as deemed necessary and issue corrective work orders.	Director of Technical Services Billing Committee Lab Manager	Weekly

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Staff: Conduct monthly one-on-one meetings, recommend and coach, evaluate work performance, acknowledge successful performance as appropriate, provide annual performance review and classification and discipline as necessary.	Director of Technical Services	Daily
CMMS: Review CMOM program and the interceptor system to adjust active PM work orders frequencies and/or initiate new PM work order to new department requirements that ultimately strengthen system integrity and service reliability to our stakeholders.	Director of Technical Services	Monthly
CMMS: Review and ensure monthly O&M invoices conform to terms of their agreements with NEW Water.	Director of Technical Services Accounting Manager	Daily
Budgeting: Develop the most accurate and time appropriate NEW Water revenue projections for both treatment facilities and each customer; and departmental line item budget. Track and provide detail explanation to significant variances between actual and budgets amounts.	Executive Director Director of Technical Services Accounting Manager	Monthly
Projects: Review of customer sewer service agreements, allocated segment capacities as they relate to current flow volumes and peaks, review and comment on interceptor studies, plans and specifications and make recommendations for system improvements.	Director of Technical Services Staff Engineers	Weekly

SECTION 12..... PROBLEM SOLVING

Example of Problem (3-5 examples)	Resources Used
Performance evaluations, coaching and conducting critical conversations. Work force development and disruptive personnel issues must be appropriately addressed.	Director of Technical Services, Human Resources and perhaps legal staff.
Wastewater data collected, analyzed and released for customer billing is flagged because it exceeds historical established threshold and/or appears to be unreasonable.	Billing Committee, personnel experience and knowledge of service area, review of program historical data and contact the affected customer.
Field Services review of operational workload, ensure adequacy of staffing, adjust to staffing shortages (promotions, retirements, illness) and approve overtime, as required	Experience, knowledge of pending PM work orders and CMMS work history.
Field customer concerns regarding wastewater invoices or communicate invoice credit or additional charges. Analyze and identify the source of the concern effectively communicate the recommended revisions.	Billing Committee, personnel experience and knowledge of service area, review of program historical data and work with the affected customer.
A significant change in wastewater volume is noted within the interceptor system segment during a normal weather day. Anomaly is investigated to determine source and arrange for corrective repair.	Software (RACO, Mission, Rockwell), DNR (if needed), contractors and emergency command staff.

SECTION 13 WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Title/Description of Contact	Purpose of Contact	Frequency
Field Services Technicians and the Pretreatment Coordinator.	Evaluate work performance, provide feedback, coach for personnel and organization improvements and discuss system issues and workload.	Daily
Director of Technical Services	Discuss staff performance, personnel issues, policies, departmental and organizational planning, performance meetings and appraisals	Weekly
Executive Director	Review annual revenue and expenditure budgeting, reporting of year-end treated wastewater units, reporting of top 15 industrial user revenues and contracts.	Annually to as Needed
Safety and Security Coordinator	Coordinate safety and security concerns at our remote facilities. Safety training, PPE equipment, safety equipment (SCBA, Sto-a-way man cranes, tri-pod and harnesses, gas meters, etc.) and safety audit each treatment facility and remote facilities.	Weekly

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Laboratory & Research Manager	Coordinate customer and IPS wastewater sampling, special sampling needs, troubleshoot and discuss sampling anomalies, reporting of sampling events, Customer Billing, annual revenue budgeting	Weekly
Treatment Manager and Leads	Discuss treatment process issues, track down industrial source of issues, special hauled waste loads, project related activities and their potential impacts to customer billing; and reporting of industrial impacts that may affect the treatment process.	Monthly
Engineering Staff	Interceptor system O&M, repairs/rehabilitation, mapping manhole inspections, sub-basin flow monitoring, interceptor projects, capacity review and annual CIP planning.	Weekly
Maintenance Staff	Interceptor system timely corrective repairs, preventive O&M, technical support, additional monitoring site needs and selection of equipment.	Weekly
Accounting Staff	Revenue unit projections, monthly customer wastewater treatment service and O&M invoicing, budgeting, payment approval of invoices, quarterly re-forecasting of revenue and expenditures and year-end reconciliation.	Monthly
NEW Water Management Team, Safety and Billing Committees	Collaborate on policies and issues for organizational improvements; identify, enhance, correct and provide a safer work culture and environment; and ensure timely and equitable customer rates and monthly invoicing.	Daily to Monthly
NEW Water customers: municipal and contracted	Annual revenue projections and provide appropriate/timely responses to customer invoicing questions/concerns. Troubleshoot, analyze and effectively communicate wastewater anomalies that result in invoice credits or additional charges. Attend customer board meetings. Communicate observed changes within a customer's basin discharge. Communicate hazardous issues (H2S) and excessive I/I volumes that are measured. Contact regarding high H2S levels or a SSO.	Monthly
Outside regulatory agencies	Understand, comply and seek clarity to current and pending regulations and understand how they affect our interceptor system operations. Document and report sewer system overflow events. Obtain approval and permits to facilitate interceptor improvement projects.	As Needed
Industrial customers	Review flow metering or sampling concerns at the industry with the representative.	
General Public	Receive, review and investigate sewer system complaints and/or inquires. Provide information that meets or exceeds the requester's expectations. Otherwise, direct them to appropriate contact to best resolve their questions.	As Needed
Commission	Request Commission authorization as needed. Provide project status updates. Address any revenue related issues or questions.	As Needed
Consultants	Lead or assist staff with system projects, rehabilitating existing or designing new interceptor facilities, provide flow data, maintain project schedules and budgets and provide input toward project decision making.	Monthly
Contractors	Authorize for interceptor system corrective repairs or correction of a SSO event.	As Needed
Organizations (WVOA, CSWEA)	Networking and learning opportunities	Annually

SECTION 14 SUPERVISION / MANAGEMENT AUTHORITY			
Action	Yes	No	Provides Input

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Screen / Interview Applicants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hire / Promote Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Written / Verbal Warnings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspend Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Prepare Work Schedules	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate Performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coach Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Overtime	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Time Off	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop / Implement Policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Classification / Compensation Changes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Employees <u>D</u> irectly Supervised	
# Employees	Job Title
7	Field Services Technicians
1	Pretreatment Coordinator
Employees <u>I</u> ndirectly Supervised	
# Employees	Job Title
1	Pretreatment Intern

SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Refer to ErgoFactor Job Analysis for this position for details.
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SECTION 16ADDITIONAL COMMENTS

The Field Services Department is a 24/7/365 operation that protects the public, the environment and ensures quality customer service is not interrupted. As the initial contact for all interceptor system emergency situations, the Field Services Manager must always be available to respond to interceptor system related emergencies, customer and industrial emergencies to implement the incident command system and response plans, whenever necessary.

THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.

JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.