

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Water/Wastewater Service Quality Coordinator

SERIES NO.:

2313

MAJOR AGENCIES:

Public Utilities Commission only

EFFECTIVE DATE:**SERIES PURPOSE:**

The purpose of the water/wastewater service quality coordinator occupation is to conduct independent investigations & inspections of water & wastewater utilities & operations in order to ensure conformance with state regulations.

This class is reserved for use by the Public Utilities Commission only.

CLASS TITLE:

Water/Wastewater Service Quality Coordinator

CLASS NUMBER:

23131

EFFECTIVE DATE:

06/26/1994

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of technical construction & operation of water & wastewater systems & inspection & investigation principles & techniques in order to inspect & investigate water & wastewater systems operations & facilities for conformance with state regulations.

CLASS TITLE: Water/Wastewater Service Quality Coordinator	CLASS NUMBER: 23131	BARGAINING UNIT: 07
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EFFECTIVE DATE:

06/26/1994

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Investigates & inspects central & district office operations, facilities & plants of water & wastewater utilities (e.g., wells, reservoirs, intakes, pumps, piping, chemical feed equipment, filters, mixers, aerators, detention tanks, flocculation equipment, aeration tanks, blowers, clarifiers, contact tanks, clearwells, meters, chlorinators, elevated tanks, standpipes, hydrants, flushing facilities, booster stations, lift stations, manholes, valves, mains, curb stops, service lines).

Prepares charts, graphs & statistical presentation material; utilizes computer to compile & write detailed technical reports of investigations; recommends corrective action & conducts follow-up reviews to ensure problems are corrected; investigates technical aspects & conducts in-depth surveys/ interviews of customer complaints.

Participates in commission staff meetings; represents commission at meetings of state & federal agencies, industry groups, or general public as assigned; testifies as expert witness at formal hearings as required; provides information preparatory to hearings on complaints, security issuances, certificates of necessity & rate cases; makes recommendations to change commission policies, rules & regulations pertaining to water & wastewater utilities; speaks before groups.

MAJOR WORKER CHARACTERISTICS:

Knowledge of technical construction & operation of water & wastewater systems, physics, chemistry, environmental science &/or mathematics; auditing procedures; general management; safety practices relating to water & wastewater operations; Public Utilities Commission rules & regulations & federal & state laws pertaining to water & wastewater utilities; inspection & investigation principles & techniques. Skill in operation & basic maintenance of water & wastewater test equipment. Ability to communicate effectively, both orally & in writing, with utility company officials, utility customers & government officials regarding water & wastewater systems operations; collect, analyze & interpret &/or compile technical scientific data &/or prepare statistical analysis; define problems, establish facts & draw valid scientific conclusions; understand technical materials; prepare & deliver speeches before specialized audiences & general public; prepare & maintain correspondence & detailed, comprehensive reports; cooperate with co-workers & establish & maintain favorable public relations with government or utility officials & general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business administration, engineering, physics, chemistry, environmental science, mathematics or other related scientific field; 6 mos. trg. or 6 mos. exp. in construction or operation of water & wastewater systems; 3 mos. trg. or 3 mos. exp. in safety practices relating to water & wastewater operations; 3 mos. trg. or 3 mos. exp. in public relations pertaining to sensitive issues; 1 course or 3 mos. exp. in general management principles & techniques; 3 mos. trg. or 3 mos. exp. in operation of water & wastewater test equipment; travel required, must provide own transportation.

-Or 36 mos. exp. in construction or operation of water & wastewater systems to include safety practices & operating water & wastewater test equipment; 1 course or 3 mos. exp. in general management; 3 mos. trg. or 3 mos. exp. in public relations pertaining to sensitive issues; travel required, must provide own transportation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Coursework/seminars/training related to safety & water & wastewater industry as prescribed by Public Utilities Commission.

UNUSUAL WORKING CONDITIONS:

Requires travel; may be exposed to noxious odors, varying weather conditions, toxic &/or hazardous substances.