

CITY OF FORT WAYNE JOB POSTING

Applicants must meet duties/essential functions and minimum requirements.

Job Vacancy:	Program Manager IV- Environmental Compliance Assistance & Cross Connection Control	Department:	City Utilities – Customer Relations
Requisition Number:	2019185		
Hours:	8:00 a.m. – 5:00 p.m., may vary	Rate of Pay:	\$56,472.00 Annually
Date Posted Up:	9-6-19	Date Posted Down:	9-19-19
Time Up:	10:00 a.m.	Time Down:	5:00 p.m.

SUMMARY

Working under the direction of Environmental Compliance Manager and Deputy Director of Operations, the incumbent assists in supervising and the development of Customer Service staff and is responsible for coordinating policies and programs for the implementation of the Cross Connection Control Program to ensure appropriate cross connection prevention devices are properly installed, used and maintained by City Utilities water customers. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City and Utility's safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

- Assists with supervision, motivation, monitoring, recruiting, training and developing of Customer Service call center staff.
- Works with Customer Relations Manager and Billing Systems Manager to identify employees within the department who exhibit a high level of motivation and potential to become future leaders.
- Coordinates City Utilities programs to ensure all connections are in compliance with the Fort Wayne Water Utility's Cross Connection Program.
- Works with Utility staff to review plumbing inspections of residential, commercial, industrial accounts, and fire service protection systems to collect cross-connection control/backflow prevention device information.
- Oversees maintenance and updating of records on backflow assembly inspections, testing, and repairs.
- Maintains lists of contractors/plumbers/businesses with authorized cross connection control device inspectors/backflow testers to install and maintain backflow prevention devices.
- Provides user access to Utility's online test entry system, trains users, and troubleshoots user issues and questions about the system.
- Maintains and publishes list of approved backflow prevention assemblies for Fort Wayne Water Utility as recognized by the Indiana Department of Environmental Management.

- Directs generating and mailing of notifications, reminders, questionnaires, surveys and all other correspondence to maintain program integrity.
- Provides assistance to customers and cross connection control inspectors/backflow testers with questions regarding the Cross Connection Control Program.
- Represents City Utilities at Homeowner Associations, Trade Associations, or in public meetings as needed to communicate the goals and requirements of the Cross Connection Control Program.
- Researches and remains knowledgeable on laws and regulations regarding the use of backflow prevention devices in a potable water system, including the Safe Drinking Water Act and Federal and State public health regulations and researches developments in the cross-connection control industry.
- Consults with other Utility staff regarding potential sources of cross connections in the Fort Wayne Utility water distribution system including providing information and support to the Fire Service Account billing program.
- Compiles statistical data and prepares reports to present to Utility management.
- Develops and maintains public outreach material, website information, and standard operating procedures.
- Develops, implements, and performs quality assurance and quality checks against enhancements to the Cross Connection Control processes and procedures as continuous improvement utilizing Lean and/or Six Sigma tools and/or techniques.
- Oversees and coordinates implementation of an emergency response system for potential cross connection occurrences within the public water distribution system.
- Coordinates and assists with the implementation of improved enforcement procedures by researching applicable cross connection programs, meeting and collaborating with staff, contributing to decision making, seeking regulatory approval, and working with vendor(s) to configure database accordingly.
- Reviews policies and procedures and compliance expectations with all Customer Service employees and documents employees' acknowledgement of applicable policies and procedures, memos, or workplace changes.
- Provides assistance with Customer Service problem solving, contributes to non-routine decisions, and makes recommendations for policy changes.
- Acts as an informational resource to Customer Service staff and assist with decision-making, as needed.
- Understands and articulates the importance of ethical behavior for which he/she has a direct responsibility. This includes department guidelines for handling sensitive customer and personnel information for which confidentiality is required and/or expected.
- Identifies plans, develops, and implements technologies, projects, and systems that will reduce organizational boundaries and integrate essential functions of various departments.

- Assists with developing and implementing systems for tracking, communicating and reporting progress toward division goals, objectives and strategic outcomes.
- Assists Customer Relations Manager in identifying, communicating and implementing department strategic plan initiatives.
- Coordinates and helps lead department efforts to increase the effectiveness of the use of office technologies (Microsoft Office, Intranet) and digital/physical document standards (directory structure organization, naming conventions, template standardization, record storage standards, etc.)
- Exercises proficiency in the use of a computer and software including, but not limited to: City/County GIS Mapping Systems; County property record management systems; City Utility Customer Billing and Information System database; and Microsoft Outlook, Word, Excel, Power Point, Publisher, Access, and Visio.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

Incumbent assists in supervising only in the absence of the Environmental Compliance Manager.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.S.) in Business, Management, Public Administration, Environmental Policy or equivalent degree from an accredited four-year college or university. Minimum two (2) years of experience in a public agency, utility or related field with an emphasis on the development, interpretation, dissemination, and enforcement of rules, regulations, policies and procedures.

LANGUAGE SKILLS

Ability to read, analyze, and interpret documents such as scientific and technical information, financial reports, maps, ordinances, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to general public or co-workers, one-on-one or in small groups to represent the program.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define unprecedented problems, collect data, establish facts, and draw valid conclusions by extending accepted methods or developing new ones. Ability to interpret an extensive variety of

technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to develop program work plans designed to improve or expand current service levels. Ability to manage documents, forms and computer records in order to standardize and minimize risk due to errors or omissions.

CERTIFICATES, LICENSES, REGISTRATIONS

Incumbent must possess a valid Indiana Driver's License. Incumbent must acquire and maintain certification in Cross Connection Control Inspection/Backflow Testing as recognized by the Indiana Department of Environmental Management (IDEM) within six (6) months of employment and certification as a Cross Connection Specialist as recognized by the American Backflow Prevention Association within twelve (12) months of employment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.