Stoughton Wisconsin

UTILITIES DEPARTMENT
Wastewater System Division
Advanced Certified Wastewater Operator

REPORTS TO: Wastewater System Supervisor **PAY GRADE: W-4** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on wastewater collection and treatment operations. This position is identical to other Advanced Certified Operator positions in terms of job scope and required qualifications and certifications, however may differ in day-to-day duties and assignments.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Provides safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and

equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed, and/or delivers samples to outside laboratories. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and
- other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

- At the discretion of the Utilities Director, this position may temporarily be assigned as the designated Operator in Charge of the Stoughton Wastewater Treatment Facility and assume all obligations and responsibility for regulatory compliance.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, and three or more years water and/or wastewater operator experience.

- Wisconsin Department of Natural Resources (DNR) Wastewater Treatment Plant Operator – Advanced certification for the Stoughton Wastewater Treatment facilities.

- Wisconsin DNR Grade 1 Waterworks Operator Certification with subclasses G and D for the Stoughton Waterworks.

- Successful completion of the DNR Advanced Laboratory exam.

- Ability to maintain the required continuing education credits for the above DNR operator and laboratory certifications.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; engineering reports; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Water System Division
Advanced Certified Water Operator

REPORTS TO: Water System Supervisor **PAY GRADE: W-4** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on water distribution operations. This position is identical to other Advanced Certified Operator positions in terms of job scope and required qualifications and certifications, however may differ in day-to-day duties and assignments.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Provide safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and

equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed, and/or delivers samples to outside laboratories. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

- At the discretion of the Utilities Director, this position may temporarily be assigned as the designated Operator in Charge of the Stoughton Wastewater Treatment Facility and assume all obligations and responsibility for regulatory compliance.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent and three or more years water and/or wastewater operator experience.

- Wisconsin Department of Natural Resources (DNR) Wastewater Treatment Plant Operator – Advanced certification for the Stoughton Wastewater Treatment facilities.

- Wisconsin DNR Grade 1 Waterworks Operator Certification with subclasses G and D for the Stoughton Waterworks.

- Successful completion of the Wisconsin DNR Advanced Laboratory exam.

- Ability to maintain the required continuing education credits for the above DNR operator and laboratory certifications.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; engineering reports; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Electric System Division
Apprentice Lineworker

REPORTS TO: Electric System Supervisor **PAY GRADE: EL-2** **FLSA: N**

SUMMARY OF POSITION

The purpose of positions in this classification is to efficiently and safely assist in performing electrical distribution line construction, maintenance, and repair tasks, in accordance with Stoughton Utilities construction specifications and standards. Responsibilities for this position will increase in complexity and level of individual responsibility as the employee progresses through the utility's Apprentice Lineworker program.

This position is intended to provide education and on-the-job training leading to Journeyman Lineworker status and requires continual progression, and is not considered a permanent employment status. Advancement to Journeyman Lineworker status occurs upon completion of required classroom instruction, on-the-job training hours, and demonstration of job knowledge and competency.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Operates diggers, bucket trucks, and hand tools near and around electrical distribution lines. Operates live-line tools to connect and disconnect distribution lines and components. Installs primary and secondary overhead and underground electrical systems. Performs all other industry-standard duties expected of an apprentice lineworker.

- Prepares and secures safe work sites, including truck and equipment setup, placement of warning signs and cones, traffic control and direction, and more. Conducts tailboard meetings to review projects and safety.

- Completes field staking using staking sheets provided by the Utilities Distribution System Coordinator.

- Operates the electric SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate circuit performance and load, and investigate outage conditions.

- Performs Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve customer inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Installs, repairs, and maintains municipal street lighting.

- Monitors system tree trimming and removal needs, and ensures clearance program compliance. Works with division employees to trim and remove trees and brush. Communicates with customers to provide notice of upcoming line clearance projects and resolves line clearance complaints and inquiries.

- Participates in the utility's apprentice lineworker program, including soliciting and receiving education and mentorship, and working towards advancement through the program.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives electrical safety presentations.

- Completes and maintains work orders, staking sheets, outage reports, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Attends Maintains GIS software applications and databases, including electric service connection details, circuit identifications, overhead and underground system inspections, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to travel within Wisconsin to locations requiring overnight stays up to a week in length to complete the required apprenticeship classroom and hands-on training.

- Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call. As progression through the apprenticeship program occurs, maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Electric System Division.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW) and the National Electric Safety Code (NESC).

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects electrical service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs electric meters, including current transformers (CTs) and voltage transformers (VTs) as necessary, at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of electric meters, CTs, and VTs. Reconnects and transfers electric meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Wastewater and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent and vocational/technical training in electrical systems, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Successful completion of a nine-month electric power distribution technical course, or enrollment in the State of Wisconsin lineworker apprenticeship program preferred.

- Ability to maintain enrollment in the State of Wisconsin lineworker apprenticeship program is required.

- Ability to obtain and maintain forklift certification and CPR/First Aid certification is required.

- Ability to obtain and maintain a commercial driver's license with tanker and airbrake certification is required. A valid motor vehicle operator's license is required at hire.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to utilize a wide variety of advisory data and information, such as work orders; staking sheets; utility maps and diagrams; construction specifications; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Wisconsin Department of Transportation rules and regulations; and safety rules and manuals.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, electricians, contractors, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, aerial bucket truck, digger/derrick, forklift, wood chipper, chain saw, back hoe, roller, compression tools, cable cutters, nail gun, meters, hand and power tools, snow plows and blowers, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as high voltage electrical work.

- Ability to install and repair meters and perform coordinated activity around live electricity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, textures, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, and high voltage electrical currents. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Apprentice Meter Technician

REPORTS TO: Billing & Metering Supervisor **PAY GRADE: EL-1** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to assist in the maintenance, repairs, testing, installation, and reading of electric and water meters, and to complete water cross connection inspections for the City of Stoughton. This position shall be responsible for assisting in the evaluation of electric and water services and determination of the appropriate metering design, procurement and maintenance of electric and water meters and test equipment, maintenance of electric and water meter records, and installation of electric and water meters and equipment.

Responsibilities for this position will increase in complexity and level of individual responsibility as the employee progresses through the utility's apprentice meter technician program.

This position is intended to provide education and on-the-job training leading to Journeyman Meter Technician status and requires continual progression, and is not considered a permanent employment status. Advancement to Journeyman Meter Technician status occurs upon completion of required classroom instruction, on-the-job training hours, and demonstration of job knowledge and competency.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Maintains the utility's electric and water meter testing programs to ensure compliance with Public Service Commission of Wisconsin (PSCW) regulations and periodic test schedules.

- Tests single and three-phase electric meters both in the field and in the shop in accordance with PSC rules. Maintains, and repairs meters, current transformers (CTs), and voltage transformers (VTs). Prepares and issues reports on electric meter test quantities and results to division supervisors, customer service staff, and regulatory agencies as directed.

- Tests water meters both in the field and in the shop in accordance with PSC rules. Installs, maintains, and repairs water meters. Prepares and issues reports on water meter test quantities and results to division supervisors, customer service staff, and regulatory agencies as directed.

- Manages the utility water and electric meter inventory. Establishes and maintains metering standardization programs, and collaborates with the Asset & Facilities Coordinator to maintain meter inventory, including the procurement of new meters and the discarding of damaged and retired meters. Prepares and issues reports on meter inventory and annual activity to division supervisors, financial staff, and regulatory agencies as directed. Completes the year-end inventory process for electric and water meters, CTs, and VTs.

- Reviews applications for new and upgraded electric service connections, and determines proper meter type, cabinet size and type, and need for CTs and VTs, and wires customer meter sockets at commercial properties. Conveys cabinet and socket requirements to customers and electrical contractors. Collaborates with the Electric System Supervisor to coordinate electric meter sizing, installation, and repair.

- Installs electric and water meters – including CTs and VTs as necessary – at customer premises, including temporary and permanent services.

- Reviews applications for new water service connections, and determines the proper meter sizing and type. Conveys plumbing requirements to customers and plumbing contractors. Collaborates with the Water System Supervisor to coordinate water meter sizing, installation, and repair.

- Maintains GIS software applications and databases, including electric and water meter inventory, electric and water meter testing history, electric and water service connection details and meter history, and other records as directed.

- Assists in the management of the utility's water Cross-Connection Control Program to eliminate existing and prevent future cross-connections, in accordance with Wisconsin Department of Natural Resources (DNR) rules. Performs household and business inspections, issues corrective orders, and performs follow-up inspections as necessary.

- Assists with utility billing operations by investigating zero/low meter readings for both electric and water, and reports findings. Reviews customer history and consumption trends to detect potential meter issues. Performs meter rereads upon receipt of workorders.

- Completes the monthly collection of electric and water meter readings for cycle billing purposes. Maintains ability to work a flexible schedule in order to complete the monthly meter reading collection outside of standard working hours one day per month, typically on the first day of the month.

- Completes the daily meter readings for newly opened or closed customer accounts. Processes all daily meter workorders.

- Coordinates field delinquent collections operations, including disconnecting utility service to customers upon receipt of disconnection workorders.

- Receives and responds to customer inquiries and complaints and recommends and performs corrective action in response.

- Attends and assists with utility-sponsored public events, prepares public educational materials, and participates in outreach efforts.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to travel within Wisconsin to locations requiring overnight stays up to a week in length to complete the required apprenticeship classroom and hands-on training.

- Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW), Wisconsin Department of Natural Resources (DNR), and the National Electric Safety Code (NESC).

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages.

- Provide back up for various front-office tasks, including but not limited to: processing customer payments, preparation of committee meeting packets, preparation of daily bank deposits, organizational filing, negotiating deferred payment agreements, etc.

- Provide back up for processing customer payments received through various physical and electronic methods, including but not limited to, banking lockbox, online My Account payments, Autopay (ACH and credit card), night deposit box, in-person, energy assistance, etc.

- Provide back up for daily visits to City Hall, local post office, and local bank branch to receive and process incoming and outgoing postal and interdepartmental mail and deliver the daily banking deposit. Sorts and distributes received postal and interdepartmental mail to their intended recipients.

- Maintains grounds and facilities, such as painting surfaces, snow and ice removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric, Wastewater, and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks for all other divisions as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, with one or more years electric metering experience and basic water metering experience required, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Enrollment in the State of Wisconsin three-year Electric Meter Technician apprenticeship required, or the ability to begin enrollment immediately upon employment.

- Basic knowledge of drinking water distribution systems required; Wisconsin Department of Natural Resources (WDNR) Grade T or Grade 1 Waterworks Operator Certification, with subclasses G and D, preferred. Ability to obtain and maintain such certification required.

- Valid motor vehicle operator's license required; commercial driver's license with tanker and air brake certification preferred.

Language Ability and Interpersonal Communication Skills

- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards. Ability to compare, count, differentiate, measure and/or sort data, as well as assemble, copy, records and transcribe data. Ability to classify, compute and tabulate data.

- Ability to explain, demonstrate and clarify to others within established policies, procedures and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to utilize a variety of advisory data and information such as meter records, city ordinances, PSC and DNR reports and bulletins, charts, policy manuals, maintenance records, PSC and DNR rules and regulations, vehicle manuals, equipment manuals, meter and CT wiring diagrams, construction specifications and plans, service applications, electric service rules, safety manuals and codes, and maps.

- Ability to communicate effectively orally and in writing with department personnel, customers, contractors, engineers, City employees, law enforcement, and PSC and DNR statistical reports.

- Ability to prepare narrative and statistical reports, construction documents, and correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to use functional reasoning in performing diversified work activities.

- Ability to exercise judgment, decisiveness, and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery requiring monitoring multiple conditions and making multiple, complex and rapid adjustments, such as motor vehicles, meter test bench, hand tools, generators, voltmeter, etc.

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, photocopier, paper cutter, hand punch, and telephone.

- Ability to repair meters and perform coordinated activity around live electricity, potentially in tight spaces.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as electrical work.

- Ability to exert heavy physical effort in moderate to heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, lifting, and carrying, pushing and pulling over 100 pounds.

- Ability to recognize and identify degrees of similarities and differences between characteristics of color, sound, taste, texture, and odor associated with job-related objects, materials, and ingredients.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, and high voltage electrical currents. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Wastewater System Division
Apprentice Operator

REPORTS TO: Wastewater System Supervisor PAY GRADE: W-2 FLSA: N

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on wastewater collection and treatment operations.

Responsibilities for this position will increase in complexity and level of individual responsibility as the employee progresses through the utility's Advanced Certified Operator Apprenticeship program.

This position is intended to provide education and on-the-job training leading to Advanced Certified Operator status and requires continual progression, and is not considered a permanent employment status. Advancement to Advanced Certified Operator status occurs upon completion of required classroom instruction, on-the-job training hours, and demonstration of job knowledge and competency.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Provides safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to travel within Wisconsin to locations requiring overnight stays up to a week in length to complete the required apprenticeship classroom and hands-on training.

- Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call. As progression through the apprenticeship program occurs, maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and

repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent with demonstrated mechanical and/or plumbing aptitude.

- Successful completion of wastewater treatment technical courses, or enrollment in the State of Wisconsin wastewater treatment plant operator apprenticeship program preferred.

- Ability to maintain enrollment in the State of Wisconsin wastewater treatment plant operator apprenticeship program is required.

- Ability to obtain and maintain CPR/First Aid certification is required.

- Ability to obtain and maintain a commercial driver's license with tanker and airbrake certification is required. A valid motor vehicle operator's license is required at hire.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count,

differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Asset & Facilities Coordinator

REPORTS TO: Assistant Utilities Director **PAY GRADE: NEX-1** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to coordinate inventory and construction management tasks for Stoughton Utilities, including contract maintenance, public bidding and requests for quotations, purchasing, warehousing, asset installation and retirement records, and inventory maintenance. This position is also responsible for the coordination of the construction workorder process from start to finish, including participating in the development of initial estimates, project closeout, and billing.

This position also coordinates Stoughton Utilities vehicle procurement and maintenance programs, participates in the maintenance of the utility Geographic Information System (GIS), participates in the operation and maintenance of the utilities Outage Management System (OMS), and participates in the operation and maintenance of the utilities Supervisory Control and Data Acquisition (SCADA) systems. This position serves as the designated facilities coordinator and the safety program coordinator.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Coordinates a variety of technical planning tasks for maintenance and construction projects, such as the preparation and distribution of materials and equipment specifications, the preparation of work orders and staking sheets, and the solicitation of materials and equipment proposals. Coordinates the purchasing and retirement of materials. Assigns, schedules, and performs construction management tasks in the office and the field.

- Coordinates and maintains contracts with vendors, including assisting with the evaluation of proposals, solicitation of bids and/or quotations, review and negotiation of contract terms, follow up action to address contract deficiencies or violations, and all other contract management requirements. Participates in third-party service selection. Coordinates contract execution.

- Manages Stoughton Utilities Electric, Water, and Wastewater standard construction specifications. Conducts periodic reviews of the specification documents to ensure they remain accurate and up to date, collaborating with utilities division supervisors to obtain input. Shares construction specifications with project developers, engineering consultants, construction contractors, and others.

- Participates in the planning of electric, water, and wastewater projects from conception through completion, in collaboration with the Distribution System Coordinator. Makes recommendations for new development design and system expansion. Coordinates customer construction estimating and new development design review process in the absence of the Distribution System Coordinator.

- Assigns costs and monitors job orders for material sheets and places data into the GIS and financial continuing property records systems. Opens and closes construction and maintenance workorders, and allocates inventory. Prepares forms, records, and written correspondence necessary to complete project file information. Follows all accounting procedures to track materials, supplies, and equipment.

- Collaborates with utilities division supervisors to maintain material inventory and procurement, including general construction, maintenance, safety, and vehicle items. Receives input and recommendations for material quality standards and specifications. Coordinates the evaluation of proposals and material acquisition. Coordinates the year- end inventory process for electric, water, and wastewater utility materials, collaborating with utilities division supervisors through completion of the assignment.

- Conducts construction project plan and specification reviews, including utility easement review. Obtains, reviews, and approves as-built plans, quantities, and acceptance certifications for public utility infrastructure projects and land developments. Obtains and reviews private building construction projects, including reviewing compliance with existing utility easements and assisting in the acquisition of new utility easements as necessary.

- Processes customer inquiries and requests for maintenance related to the electric utility; investigates complaints and performs corrective measures, or schedules and assigns workorders to resolve customer issues. Receives customer inquiries, writes and distributes work orders, provides information, and/or refers to appropriate person or agency for resolution. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned service interruptions.

- Collaborates within the Technical Operations Division to maintain and improve the utility Geographic Information System (GIS), including updating asset

data and locations for the electric, water, and wastewater divisions, developing maps and mobile services for utility employees and engineering consultants, and completing basic maintenance of GIS software, databases, geometric networks, and add-on systems. Collaborates with utility division supervisors to obtain, process, and verify data updates. Develops system documentation. Participates on and reports system changes to the GIS team.

- Collaborates within the Technical Operations Division to operate and maintain the Supervisory Control and Data Acquisition (SCADA) systems for the electric system and the water/wastewater system. Participates in SCADA system maintenance projects, including system upgrades and improvements, security upgrades, remote facility networking projects, and OMS system integration. Provides training to utility operators. Develops system documentation. Participates on and reports system changes to the SCADA & OMS team.

- Collaborates within the Technical Operations Division to operate and maintain the Outage Management System (OMS). Participates in OMS system maintenance projects, including system upgrades and improvements, security upgrades, and SCADA system integration. Provides training to field employees on mobile system use, office employees on data collection and entry, and all other software operators. Develops system documentation. Participates on and reports system changes to the SCADA & OMS team.

- Serves as the Stoughton Utilities facilities coordinator for the administration building, wastewater treatment facility office, wells, and lift station buildings; schedules maintenance and repair efforts, mowing and landscaping services, snow removal, and janitorial services. Responds to all operational requirements of the occupants.

- Serves as the Stoughton Utilities safety program coordinator. Coordinates employee safety training programs to ensure regulatory compliance and maintains documentation of employee training history. Conducts periodic job site inspections upon request and documents observations. Manages written safety programs and conducts periodic reviews to ensure they remain up to date. Serves as the Safety Team Leader and schedules and participates in periodic meetings. Responds to all safety requirements, requests, and concerns of utility employees.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Complies with all Stoughton Utilities Safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW),

Wisconsin Department of Natural Resources (DNR), and the National Electric Safety Code (NESC).

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Serves as a backup for the monthly collection of electric and water meter readings for cycle billing purposes. Maintains ability to work a flexible schedule in order to complete the monthly meter reading collection outside of standard working hours one day per month, typically on the first day of the month.

- Serves as a backup to collect the daily meter readings for newly opened or closed customer accounts. Processes all daily meter workorders.

- Serves as the backup outage coordinator during routine work hours, including scheduled outages and service disconnections.

- Provides emergency after-hours support to the Electric, Wastewater, and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Maintains active certificate of appointment as a State of Wisconsin Notary Public.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, vocational/technical training in electrical distribution, civil engineering, information technology, or another field that provides relevant experience, three to five years utility experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Vocational or utility industry training in one or more of the following is preferred: facilities management, cost accounting, project management, Supervisory Control and Data Acquisition (SCADA), Geographic Information Systems (GIS), Outage Management Systems (OMS), basic networking and information technology.

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests.

- Ability to comprehend, interpret, approve, and utilize a variety of advisory and design data and information such as billing invoices, vehicle maintenance reports, applications for service, correspondence, capital plans, regulations and legal statutes, job authorization forms, purchase orders, ordinances, material sheets, staking sheets, computer software operating manuals, and safety rules and manuals. Ability to utilize and interpret environmental, electrical engineering, water and wastewater engineering, computer software systems, geographical information systems, and accounting terminology.

- Ability to communicate in writing and orally effectively with customers, department and all levels of City personnel, contractors, developers, engineering consultants, legal consultants, regulatory agency personnel, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, construction documents, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems, such as leading, teaching, directing, planning, coordinating, and controlling.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable or judgmental criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments, such as motor vehicles, dump truck, front end loader, forklift, etc.

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, photocopier, paper cutter, hand punch, and telephone.

- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as typing, repair, and operation.

- Ability to exert heavy physical effort in moderate to heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, lifting, and carrying, pushing or pulling over 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, sound, taste, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work effectively in an office environment, as well as in the field under uncomfortable and potentially unsafe conditions that require exposure to environmental factors such as temperature variations, winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, and vehicular traffic. This exposure may cause discomfort and presents a risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT

Assistant Utilities Director

REPORTS TO: Utilities Director **PAYGRADE: EX-4** **FLSA: E**

SUMMARY OF POSITION

The purpose of this position is to assist the Utilities Director with the coordination and administration of Stoughton Utilities, and assume the responsibilities of the Director in their absence. This position will also manage information and operational technology solutions for Stoughton Utilities, and be responsible for the management of the Electric System, Technical Operations, Wastewater System, and Water System Divisions.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Manages the activities of the Electric System Division, Technical Operations Division, Wastewater System Division, and Water System Division personnel. Establishes and maintains productivity reports, assigns and reviews work, coordinates continuing education/training and professional development programs, schedules and approves overtime and leave, reviews work performed for accuracy and effectiveness, completes performance evaluations, etc.

- Manages Stoughton Utilities information and operational technology systems, including internal and customer-facing software solutions, automation platforms, data networking and communications systems, computing hardware and peripheral devices, mobile device management, and user account management.

- In the absence of, or in cooperation with the Utilities Director, represents Stoughton Utilities in reporting to the Mayor, Common Council, Utilities Committee, and the City of Stoughton Leadership Team. Participates in required Utilities Committee and Common Council meetings. Prepares monthly meeting agendas and notices, status reports, and other scheduled and unscheduled presentations and reports.

- In the absence of, or in cooperation with the Utilities Director, represents Stoughton Utilities in participation and communications with industry partners including WPPI Energy and Municipal Electric Utilities of Wisconsin (MEUW), lobbying organizations, regulatory agencies, legal representation, and elected officials. Serves as the Alternate Director on the WPPI Energy Board of Directors.

- In conjunction with the Utilities Director and the Director of Human Resources & Risk Management, makes recommendations regarding and participates in staff hiring and promotions, employee feedback and coaching, disciplinary actions, personnel evaluations, staff development, and terminations.

- Receives and responds to high-level customer inquiries and complaints, including those from elected officials and the Public Service Commission of Wisconsin, and performs resulting corrective action and/or policy revisions.

- Manages utility cybersecurity protection efforts and secures data network systems by developing system access, monitoring, control, and evaluation procedures; establishing, implementing, and testing disaster recovery policies and procedures; monitoring network input and output; and reviewing application and performance logs.

- Manages utility physical security protection efforts and secures utility facilities by developing facility access, monitoring, control, and evaluation procedures, and reviewing physical security protections.

- Manages the utility Geographic Information System (GIS), including asset data for the electric, water, and wastewater system divisions, developing maps and services for utility employees and engineering consultants, and completing advanced maintenance of software, databases, geometric networks, and add-on systems. Develops system documentation. Coordinates and reports system changes to the GIS team.

- Maintains Manages the Supervisory Control and Data Acquisition (SCADA) systems and the Outage Management System (OMS). Manages system maintenance projects, including system upgrades and improvements, security upgrades, remote facility networking projects, and system integrations. Provides training to utility operators. Develops system documentation. Coordinates and reports system changes to the SCADA & OMS team.

- Manages Stoughton Utilities billing, metering, collections, and customer service, and ensures compliance with all regulatory requirements.

- Manages Stoughton Utilities customer outreach campaigns, long-term strategic planning of customer outreach and education efforts, public event planning, and other education and outreach efforts.

- Manages technical planning tasks for maintenance and construction projects, construction and development project plans and specifications, and system outage and reliability reporting.

- Manages the Stoughton Utilities facilities coordination for the administration building, wastewater treatment facility office, wells, and lift station buildings. Responds to all operational requirements of the occupants.

- Manages the Stoughton Utilities safety program coordination. Participates on the Safety Team. Responds to all safety requirements, requests, and concerns of utility employees.

- Designs, develops, and maintains custom programming and database solutions for internal and customer-facing applications and websites.

- Collaborates with the Asset & Facilities Coordinator to maintain technology inventory and procurement. Provides input and prepares recommendations for material quality standards and specifications. Assists in the evaluation of proposals and material acquisition. Cooperates in the year-end inventory process.

- Assists with the preparation of the Utilities 20-year Capital Improvement Program, including conducting reviews of system reliability and determining system improvements. Assists with the preparation and ongoing monitoring of the Utilities annual budget.

- Complies with all Stoughton Utilities Safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin, Wisconsin Department of Natural Resources, and the National Electric Safety Code.

- Responds to planned and unplanned customer engagement opportunities and significant event response, including but not limited to large-scale outages, severe weather events, and drinking water or sanitary sewer emergencies.

- Acts as Utilities Director in their absence and maintains continuity of day-to-day and long-term utility vision and goals, and ensures utility operations continue without interruption.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages.

- Assist other division personnel as required.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, and conducts system demonstrations and tours.

- Assists all other Stoughton Utilities divisions as required.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

Bachelor's degree in engineering or business management, or related field. A minimum of ten years of utility experience. A track record of successful management and supervisory experience.

- Significant knowledge of computer software used in the utility environment, including experience with Supervisory Control and Data Acquisition (SCADA), Geographic Information Systems (GIS), Outage Management Systems (OMS), and Customer Information Systems (CIS).

- Significant knowledge of Microsoft Office applications (Word, Excel, Access, Outlook, and PowerPoint) including scripting and automation. Significant knowledge of Microsoft desktop and server operating systems, Exchange and SQL Server platforms, and Hyper-V virtualization systems.

- Knowledge of scripting and programming concepts and commonly used coding languages.

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform complex data analysis, including the ability to audit, deduce, assess, conclude, appraise, analyze, and interpret an extensive variety of technical information and governmental regulations. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide first line supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a wide variety of advisory data and information such as billing reports and statements; financial reports and statements; budgets; accounting and billing systems; computer software operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within established policies, procedures, and standards, as well as the ability to follow specific instructions and to respond to complex requests where established policies and procedures may not exist.

- Ability to record and deliver information, explain procedures, give and follow instructions, use and interpret civil, environmental, and electrical engineering and accounting terminology.

- Ability to communicate in writing and orally with customers, department and all levels of City personnel, information technology and systems consultants and contractors, software engineers, engineering and legal consultants, financial auditors, regulatory agencies, elected and appointed government officials, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Supervisory Skills

- Ability to assign, supervise, review, develop, assess, and implement recommendations to improve the work of others.

- Ability to make recommendations regarding the selection, training, discipline, advancement, and discharge of employees.

- Ability to assist in the preparation of meaningful performance reviews and participate in the delivery of such reviews.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop detailed descriptive statistical reports; and the ability to perform mathematical operations with algebra, geometry, and descriptive statistics.

- Ability to design and produce graphical representations of complex financial data.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as managing, supervising, leading, teaching, planning, coordinating, disciplining, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria, and involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments, such as motor vehicles.

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, calculator/adding machine, cash register, postage meter, photocopier, paper cutter, hand punch, telephone, and other items used in performing essential functions.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as typing, electronics repair, and installation of computing hardware and cabling.

- Ability to perform coordinated activity around live electricity, potentially in tight spaces.

- Ability to exert physical effort in moderate to heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, lifting, and carrying, pushing, or pulling over 50 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of color, sound, taste, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work effectively in an office environment and in public meetings under safe and comfortable conditions, as well as in the field under uncomfortable and potentially unsafe conditions that require exposure to environmental factors such as temperature variations, odors, noise, vibrations, machinery, and high voltage electrical currents. This exposure may cause discomfort and presents a risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to

qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Wastewater System Division
Basic Certified Wastewater Operator

REPORTS TO: Wastewater System Supervisor **PAY GRADE: W-3** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on wastewater collection and treatment operations. This position is identical to other Basic Certified Operator positions in terms of job scope and required qualifications and certifications, however may differ in day-to-day duties and assignments.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Provides safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and

equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed, and/or delivers samples to outside laboratories. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.
- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, and one or more years water and/or wastewater operator experience.

- Wisconsin Department of Natural Resources (DNR) Wastewater Treatment Plant Operator – Basic certification for the Stoughton Wastewater Treatment facilities.

- Wisconsin DNR Grade 1 Waterworks Operator Certification with subclasses G and D for the Stoughton Waterworks.

- Ability to maintain the required continuing education credits for the above DNR operator certifications.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage

electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Water System Division
Basic Certified Water Operator

REPORTS TO: Water System Supervisor **PAY GRADE: W-3** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on water distribution operations. This position is identical to other Basic Certified Operator positions in terms of job scope and required qualifications and certifications, however may differ in day-to-day duties and assignments.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Provides safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and

equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed, and/or delivers samples to outside laboratories. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.
- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent and one or more years water and/or wastewater operator experience.

- Wisconsin Department of Natural Resources (DNR) Wastewater Treatment Plant Operator – Basic certification for the Stoughton Wastewater Treatment facilities.

- Wisconsin DNR Grade 1 Waterworks Operator Certification with subclasses G and D for the Stoughton Waterworks.

- Ability to maintain the required continuing education credits for the above DNR operator certifications.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; and safety rules and manuals.
- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Billing & Metering Supervisor

REPORTS TO: Assistant Utilities Director **PAY GRADE: EX-2** **FLSA: E**

SUMMARY OF POSITION

The purpose of this is to supervise and perform billing, metering, collections, and customer service tasks for Stoughton Utilities, including but not limited to preparation and distribution of daily and monthly utility billing statements, maintenance of customer billing and metering records, review of electric and water meter data, specialized customer service as it relates to municipal utility billing and collections, and general customer service as it relates to municipal utility operations and activities.

This position is responsible for the supervision of Stoughton Utilities billing, metering, and collections personnel and daily operations, projects and development, and strategic planning, under the direction of the Assistant Utilities Director.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Supervises the billing, metering, and collections activities and personnel within the Technical Operations Division. Establishes and maintains productivity reports, assigns and reviews work, recommends continuing education/training and professional development programs, schedules and approves overtime and leave, reviews work performed for accuracy and effectiveness, assists in the completion of performance evaluations, etc.

- Supervises the completion of all tasks necessary to prepare and distribute accurate and timely billing statements for electric, water and wastewater service, and all other billed charges, including stormwater utility charges for the City of Stoughton. Supervises and/or performs all tasks necessary to ensure proper accounting and reporting of billed charges.

- Supervises the maintenance of accurate customer billing and metering information in the customer information system (CIS). Supervises and/or

performs periodic account reviews for proper rate classifications and application of utility rate and rule tariffs, responsible parties, meter installation details, tax exempt status, and all other reviews necessary to ensure accuracy.

- Supervises the processing of all electric and water meter installations, removals, and replacements, and completes the records of such actions in the CIS and on customer accounts. Verifies all metering setups to ensure accuracy, including field verification as directed. Creates new accounts in the CIS upon completion of newly constructed metered services.

- Supervises the utility's water Cross-Connection Control Program, in accordance with Wisconsin Department of Natural Resources (DNR) requirements. Assists meter technician with maintaining program records, producing reports and statistics, and issuing customer notifications.

- Supervises the utility water and electric meter inventory, including the oversight of metering standardization programs, meter procurement and disposal, and inventory reporting.

- Supervises the delinquent account collection methods and policies, including customer outreach and notification, service disconnections, small claims court, and outside collection agencies. Reviews and implements recommendations for new collection methods and policies.

- Supervises the annual fall disconnection reporting in accordance with Public Service Commission of Wisconsin (PSCW) requirements.

- Leads in-house training and support of CIS to other division personnel; creates/modifies customer reporting templates upon request. Creates new and maintains existing CIS and metering procedures and instructional documentation. Maintains CIS and metering policies and procedures manuals.

- Prepares all systems used to obtain scheduled electric and water meter readings. Once obtained, reviews all meter readings for accuracy and processes readings for customer billings.

- Calculates the monthly Power Cost Adjustment Clause (PCAC), updates the CIS for billing purposes, and prepares monthly reports for power supply and regulatory purposes.

- Calculates account billing corrections, including back-billings and customer credits, and submits the calculations for approval and processing. Prepares explanatory letters and spreadsheets for customer and regulatory review. Maintains records of all corrections and supporting documentation, and submits annual report to the PSCW.

- Reviews and approves customer account corrections not related to billed charges, including payment adjustments, deposit refunds, late penalty reversals, balance transfers, and submits the corrections for processing.

- Maintains utility rate and rules tariffs. Updates rate information in the CIS and on the Stoughton Utilities website, and maintains physical copies of all tariffs for customer review.

- Prepares and processes customer applications for residential and commercial utility service, contractor applications for new and temporary service, work orders, complaint forms, meter change out forms and reports, letters and other communications to and from customers and property owners, and more.

- Prepares and issues reports, including but not limited to customer data, meter data, consumption statistics, financial statistics, trends and behavioral analysis, and inspection records, and reports findings to division supervisors, financial employees, third-party auditors, and regulatory agencies as directed.

- Receives written and verbal requests, inquiries, and complaints, coordinates actions required, and responds to inquirer. Maintain files of customer complaints and inquiries.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives electrical safety presentations.

- Complies with all Stoughton Utilities safety programs.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages. Provide information and/or reports from customer account data as requested.

- Perform related office tasks such as filing, faxing, photocopying, computer operation, maintenance of mailing equipment, and procurement of general office supplies.

- Process customer payments received through various physical and electronic methods, including but not limited to, banking lockbox, online *My Account*

payments, Autopay (ACH and credit card), night deposit box, in-person, energy assistance, etc.

- Ensures performance of and may performs visits to City Hall, local post office, and local bank branch to receive and process incoming and outgoing postal and interdepartmental mail and deliver the daily banking deposit. Sorts and distributes received postal and interdepartmental mail to their intended recipients.

- Ensures completion and may complete various front-office tasks, including but not limited to processing customer payments, distribution of committee meeting packets, preparation of daily bank deposits, organizational filing, negotiating deferred payment agreements, reviewing and completing customer corrections and adjustments, issuing customer refunds, processing utility accounts receivable, balancing utility billing general ledger, etc.

- Provide emergency after-hours phone support as needed during widespread outages and other emergencies.

- Assist other division personnel as required.

- Provide assistance during monthly disconnection processes, annual financial audit, and public events.

- Assist electric, wastewater and water divisions as required.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma, associate degree in accounting or related, with 5 or more years utility billing, collections, metering, and customer service experience required, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- One or more years electric metering experience and basic water metering experience required.

- Vocational or industry training in supervision and/or leadership, with demonstrated experience in leading others in a professional environment.

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide first line supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a wide variety of advisory data and information, such as work orders; customer billing information; billing statements; meter data output and reports; computer billing journals; computer software operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests. Ability to communicate in writing and orally with customers, department and all levels of City personnel, financial auditors, regulatory agencies, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as supervising, leading, teaching, planning, coordinating, disciplining, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, calculator/adding machine, cash register, postage meter, photocopier, paper cutter, hand punch, telephone, and other items used in performing essential functions.

- Ability to coordinate eyes, hands, feet, and limbs in performing semi-skilled movements such as typing.

- Ability to exert very moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses little to no risk of injury.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Customer Service Technicain

REPORTS TO: Billing & Metering Supervisor **PAY GRADE:CS-1** **FLSA: N**

SUMMARY OF POSITION

The purpose purpose of this position is to perform customer service and collections tasks for Stoughton Utilities including, but not limited to maintenance of customer records, assisting phone and walk-in customers, collection of delinquent accounts through existing methods and policies, recommending new collection methods and policies, processing customer deposits and deferred payment agreements, and handling a variety of customer payments. In addition, this position will also perform general administrative tasks.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greets and directs visitors. Answers, directs, and routes telephone calls and messages, and email inquiries received through the general customer service address.

- Assists customers with verbal and written customer service inquiries, including general account inquiries, high-bill complaints, and questions about utility policies. Documents all inquiries and complaints. Prepares work orders, customer inquiry/complaint forms, and service applications.

- Processes payments received in-person at the front counter and issues receipts. Processes and posts payments received via mail and curbside deposit box. Processes returned payments due to insufficient funds or other causes.

- Coordinates payment of delinquent accounts through existing methods and policies, including proactive customer outreach, printed delinquency notifications, service disconnections, small claims court, and outside collection agencies. Researches and recommends new collection methods and policies.

- Negotiates and maintains deferred payment agreements for eligible customers pursuant to applicable Stoughton Utilities rule tariffs, including regular reviews for agreement default and issuance of follow-up notification/disconnection as necessary. Follows Public Service Commission of Wisconsin (PSCW) requirements for customer notification following rejection of customer-proposed agreements. Calculates and collects customer deposits, including proactive customer outreach, regular reviews of account eligibility, printed notices, account status updates, and negotiation of deferred payment agreements.

- Facilitates the electric and water service disconnection process. Reviews all accounts for eligibility, creates printed and automated telephone warning notices, processes disconnect and reconnect workorders, and negotiates payments for reconnection.

- Processes bankruptcies, updates and maintains bankruptcy files and customer's accounts, and processes and files court documents as necessary to file creditor claims.

- Completes daily visits to City Hall, local post office, and local bank branch to receive and process incoming and outgoing postal and interdepartmental mail and deliver the daily banking deposit. Sorts and distributes received postal and interdepartmental mail to their intended recipients.

- Processes new customer applications. Verifies identities, researches prior account status as applicable, and calculates industrial, commercial and residential deposits as applicable. Verifies and maintains property owner data for all new and existing accounts.

- Conducts periodic reviews for balance corrections and transfers. Conducts periodic review for uncollectable debt write- offs. Conducts periodic reviews of unclaimed funds and assists with submission of account information.

- Maintains medical/protective services list. Issues annual renewal notices and processes customer response.

- Complies with all Stoughton Utilities Safety Programs.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Attends and assists with utility-sponsored public events, prepares public educational materials, and participates in outreach efforts.

- Performs related office tasks such as filing, faxing, photocopying, typing, and computer operation.

- Receives and processes incoming and outgoing postal and interdepartmental mail.

- Assists electric, wastewater and water divisions as required.

- Provide emergency after-hours phone support as needed during widespread outages and other emergencies.

- Perform other Stoughton Utilities tasks as directed.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma, vocational training in bookkeeping, accounting or related, with 2 years of utility customer service or account collections experience required, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Ability to classify, compute and tabulate data and information, following a prescribed plan requiring the exercise of some judgment. Ability to compare, count, differentiate, measure and sort information. Ability to assemble, copy, record and transcribe data and information.

- Ability to explain, inform, demonstrate and clarify to others within well-established policies, procedures and standards, as well as the ability to follow specific instructions and respond to simple requests from others.

- Ability to utilize a wide variety of advisory data and information, such as work orders, customer billing information, billing statements, computer billing journals, computer software operating manuals, city and utility policies and procedures, guidelines, non-routine correspondence, Public Service Commission of Wisconsin rules and regulations, State of Wisconsin legal statutes, Stoughton municipal code of ordinances, bankruptcy laws, and safety manuals.

- Ability to communicate in writing and orally with customers, department and all levels of City personnel, bank personnel, title company representatives, bankruptcy and small claims court personnel, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports.

Judgment and Situational Reasoning Ability

- Ability to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable criteria.

Physical Requirements

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, calculator/adding machine, cash register, postage meter, photocopier, paper cutter, hand punch, telephone, and other items used in performing essential functions.

- Ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements such as typing.

- Ability to exert very moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses little to no risk of injury.

EQUAL OPPORTUNITY EMPLOYER

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Distribution System Coordinator

REPORTS TO: Assistant Utilities Director **PAY GRADE: NEX-2** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to coordinate the strategic planning and design of developments, projects, and system improvements. This position is also responsible for the coordination of a variety of technical planning tasks from project preparation through completion.

This position also participates in the maintenance of the utility Geographic Information System (GIS), participates in the operation and maintenance of the utilities Outage Management System (OMS), and participates in the operation and maintenance of the utilities Supervisory Control and Data Acquisition (SCADA) systems. This position serves as the primary system outage coordinator for planned routine system interruptions as well as during major system events.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Coorrdiates a variety of technical planning tasks for maintenance and construction projects, such as the preparation of customer construction estimating, new development design review processes, preparation and distribution of materials and equipment specifications, and preparation of work orders and staking sheets. Assigns, schedules, and performs construction management tasks in the office and the field.

- Coordinates the planning of electric, water, and wastewater projects from conception through completion, in collaboration with the Asset & Facilities Coordinator. Solicits comments and recommendations for new development design and system expansion from utilities division supervisors. Prepares construction cost estimates for proposed projects and developments, and coordinates project scheduling with developers and contractors.

- Collaborates with the Asset & Facilities Coordinator to review construction project plans and specifications to ensure compliance with utility

specifications. Upon project completion, reviews and approves as-built plans, quantities, and acceptance certifications for public utility infrastructure projects and land developments. Maintains construction project files and manages their long-term storage to ensure regulatory compliance.

- Conducts construction project plan and specification reviews, including utility easement review. Obtains, reviews, and approves as-built plans, quantities, and acceptance certifications for public utility infrastructure projects and land developments. Obtains and reviews private building construction projects, including reviewing compliance with existing utility easements and assisting in the acquisition of new utility easements as necessary. Files records of easement updates with the County Register of Deeds.

- Collaborates with the Asset & Facilities Coordinator to maintain Stoughton Utilities Electric, Water, and Wastewater construction specifications. Participates in the periodic review of the specification documents to ensure they remain accurate and up to date. Shares construction specifications with project developers, engineering consultants, construction contractors, and others.

- Coordinates system outages, planned and unplanned, and service disconnections during routine work hours, acting as the primary outage coordinator and point of contact. Receives outage reports from customer service staff and outage management system. Monitors locations of active outages and dispatches field crews as needed to address simultaneous outage locations. Reports outage status updates to utility management and customer service. Obtains outage report forms from field employees and logs outage duration and extent. Compiles reliability reporting and statistics in accordance with regulatory and industry standards.

- Processes customer inquiries and requests for maintenance related to the electric utility; investigates complaints and performs corrective measures, or schedules and assigns workorders to resolve customer issues. Receives customer inquiries, writes and distributes work orders, provides information, and/or refers to appropriate person or agency for resolution. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned service interruptions.

- Collaborates within the Technical Operations Division to maintain and improve the utility Geographic Information System (GIS), including updating asset data and locations for the electric, water, and wastewater divisions, developing maps and mobile services for utility employees and engineering consultants, and completing basic maintenance of GIS software, databases, geometric networks, and add-on systems. Collaborates with utility division supervisors to obtain, process, and verify data updates. Develops system documentation. Participates on and reports system changes to the GIS team.

- Collaborates within the Technical Operations Division to operate and maintain the Supervisory Control and Data Acquisition (SCADA) systems for the electric system and the water/wastewater system. Participates in SCADA system maintenance projects, including system upgrades and improvements, security upgrades, remote facility networking projects, and OMS system integration. Provides training to utility operators. Develops system documentation. Participates on and reports system changes to the SCADA & OMS team.

- Collaborates within the Technical Operations Division to operate and maintain the Outage Management System (OMS). Participates in OMS system maintenance projects, including system upgrades and improvements, security upgrades, and SCADA system integration. Provides training to field employees on mobile system use, office employees on data collection and entry, and all other software operators. Develops system documentation. Participates on and reports system changes to the SCADA & OMS team.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Complies with all Stoughton Utilities Safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW), Wisconsin Department of Natural Resources (DNR), and the National Electric Safety Code (NESC).

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Supports the Stoughton Utilities safety program coordinator. Participates in periodic meetings of the Safety Team. Responds to all safety requirements, requests, and concerns of utility employees.

- Serves as a backup for the monthly collection of electric and water meter readings for cycle billing purposes. Maintains ability to work a flexible schedule in order to complete the monthly meter reading collection outside of standard working hours one day per month, typically on the first day of the month.

- Serves as a backup to collect the daily meter readings for newly opened or closed customer accounts. Processes all daily meter workorders.

- Provides emergency after-hours support to the Electric, Wastewater, and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Maintains active certificate of appointment as a State of Wisconsin Notary Public.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, vocational/technical training in electrical distribution, civil engineering, information technology, or another field that provides relevant experience, three to five years electric utility experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Vocational or utility industry training in one or more of the following is preferred: electric distribution system design, cost accounting, project management, Supervisory Control and Data Acquisition (SCADA), Geographic Information Systems (GIS), Outage Management Systems (OMS), basic networking and information technology.

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests.

- Ability to comprehend, interpret, approve, and utilize a variety of advisory and design data and information such as billing invoices, vehicle maintenance reports, applications for service, correspondence, capital plans, regulations

and legal statutes, job authorization forms, purchase orders, ordinances, material sheets, staking sheets, computer software operating manuals, and safety rules and manuals. Ability to utilize and interpret environmental, electrical engineering, water and wastewater engineering, computer software systems, geographical information systems, and accounting terminology.

- Ability to communicate in writing and orally effectively with customers, department and all levels of City personnel, contractors, developers, engineering consultants, legal consultants, regulatory agency personnel, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, construction documents, and other correspondence using prescribed formats according to the rules of punctuation, grammar and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems, such as leading, teaching, directing, planning, coordinating, and controlling.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or judgmental criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments, such as motor vehicles, dump truck, front end loader, forklift, etc.

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, photocopier, paper cutter, hand punch, and telephone.

- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements involved in typing, repair, and operation.

- Ability to exert heavy physical effort in moderate to heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, lifting, and carrying, pushing or pulling over 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of colors, sound, taste, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work effectively in an office environment, as well as in the field under uncomfortable and potentially unsafe conditions that require exposure to environmental factors such as temperature variations, winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, and vehicular traffic. This exposure may cause discomfort and presents a risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Education & Outreach Coordinator

REPORTS TO: Assistant Utilities Director **PAY GRADE: EX-1** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to design and create utility customer outreach campaigns, utilizing traditional and digital platforms, design and create utility educational materials and programs, and design and create utility public information campaigns. This position is responsible for the short and long-term strategic planning of customer outreach and education efforts, including maintaining current efforts as well as continuing to evolve them to match customer expectations and market trends.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Coordinates and creates customer outreach campaigns, utilizing traditional and digital platforms such as direct mailings, inserts, social media, email, and newspapers, with topics to include electric, water, and wastewater customer outreach, conservation tips and education, energy safety education, customer feedback requests, customer engagement, and other topics that arise.

- Coordinates brand consistency in informational, educational, promotional, and social media publications and messages by maintaining and implementing design standards. Reviews and updates materials created by other utility staff to ensure consistent design standards and branding.

- Provides training and guidance to utility employees on acceptable social media use and platform operation, and keeps Stoughton Utilities social media team members up to date on current social media best practices and strategies.

- Collects and analyzes customer data, including visits, interactions, consumption and billing, and payment patterns, and uses this information to create comprehensive reports to improve future educational and outreach strategies and campaigns. Analyzes customer demographics and tailors

outreach efforts to ensure they are reaching the most customers and stakeholders possible. Report out findings to Stoughton Utilities social media team members.

- Grows and expands utility social media presence into new social media platforms according to customer interest and current platform trends, plus increases presence on existing social media platforms, including but not limited to Facebook, Instagram, Twitter, LinkedIn, and YouTube. Researches emerging social media platforms and trends.

- Researches and monitors activities of utility peers, partners, and other regional utilities. Customizes Stoughton Utilities educational and outreach efforts to provide similar campaigns and strategies as offered by other regional electric, water, and wastewater utilities.

- Creates and distributes engaging written and/or graphic content in the form of bill statement inserts, direct mailings, consumer and/or regulatory reports, e-newsletters, web page and blog content, infographics, presentations, and social media messages. Updates materials regularly to follow current design trends and brand consistency.

- Maintains partnerships with commercial printers, content creators, and marketing partners to assist in outreach material design. Obtains stock photography and illustrations, and solicits content use permission from authors and trademark holders. Maintains records of licensing and use agreements.

- Coordinates event planning leading up to and during utility-sponsored events, including but not limited to Public Power Week, Drinking Water Week, Lineworker Appreciation Day, peer organization visits, Utilities Committee meetings, presentations and open houses for utility customers, public tours and educational training, staff meetings and events, etc.

- Acts as public relations coordinator during sustained education efforts, such as utility construction projects, regulatory rate reviews and adjustments, conservation efforts, drinking water quality advisories, customer engagement programs, and more. Creates and distributes press releases to regional media providers.

- Coordinates school appearances, utility tours, and other educational partnerships with area educational entities, including but not limited to Stoughton Area School District, technical colleges, and private organizations.

- Researches and provides customer education on new utility industry trends, including renewable energy, increased electrification efforts, safe water distribution and treatment, responsible and efficient energy use and expansion, etc.

- Assists in economic development efforts for Stoughton Utilities, with a focus on informing potential new utility customers of the benefits of locating in the utility's service territory, including rate competitiveness, reliability, and programs.

- Prepares application materials for employee and utility recognition, such as APPA Reliable Public Power Provider (RP3) and Smart Energy Provider designations, MEUW and APPA safety awards, MEUW and WPPI Energy employee and elected official recognitions of service, etc.

- Maintains ability to work a flexible schedule in order to respond to planned and unplanned customer engagement opportunities and significant event response, including but not limited to large-scale outages, severe weather events, and drinking water or sanitary sewer emergencies.

- Complies with all Stoughton Utilities safety programs.

- Performs other Stoughton Utilities tasks as directed.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages.

- Provide back up for various front-office tasks, including but not limited to: processing customer payments, preparation of committee meeting packets, preparation of daily bank deposits, organizational filing, negotiating deferred payment agreements, etc.

- Provide back up for daily visits to City Hall, local post office, and local bank branch to receive and process incoming and outgoing postal and interdepartmental mail and deliver the daily banking deposit. Sorts and distributes received postal and interdepartmental mail to their intended recipients.

- Provide back up for processing customer payments received through various physical and electronic methods, including but not limited to, banking lockbox, online *My Account* payments, Autopay (ACH and credit card), night deposit box, in-person, energy assistance, etc.

- Perform related office tasks such as filing, faxing, photocopying, computer operation, maintenance of mailing equipment, and procurement of general office supplies.

- Assist other division personnel as required. Provides assistance during monthly billing and disconnection processes, annual financial audit, etc.

- Assist electric, wastewater and water divisions as required.

- Provide emergency after-hours phone support as needed during widespread outages and other emergencies.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma, bachelor's degree in communications or marketing with training in customer outreach and education or related, with 3-years utility experience and 1-2 years social media management and content creation with experience of major social media platforms, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Working knowledge of Microsoft Windows and other software in a business environment, including but not limited to Microsoft Word, Excel, and Outlook.

- Working knowledge of computer graphic design and publication layout/design software, including but not limited to Adobe Creative Cloud, including InDesign and Photoshop.

- Working knowledge of internet content design and layout, including HTML and CSS.

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Strong verbal and written communication skills, and ability to issue public-facing communications without secondary review. Ability to communicate verbally and in writing with customers, department and all levels of City personnel, and the general public.

- Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining

and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a wide variety of advisory data and information, such as work orders, customer billing information, meter reading slips, billing statements, complaint forms, billing journals, maps, computer software operating manuals, PSC rules and regulations, municipal code, procedures, guidelines, and non-routine correspondence.

- Ability to explain, demonstrate, inform, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to simple requests from others.

- Ability to prepare posts, publications, color graphics, narrative and statistical reports, speeches, scripts, videos, letters, memos, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret detailed descriptive statistical reports; and the ability to perform mathematical operations with fractions and algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Requires the ability to apply principles of influence systems such as persuading, leading, teaching, and planning. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness and creativity in situations involving the evaluation of information against measurable criteria, and involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer workstation, calculator/adding machine, cash register, photocopier, paper cutter, hand punch, telephone, camera, cellular communication devices including touchscreen phones and tablets, and two-way radio.

- Ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements such as typing and photography.

- Ability to exert very moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses little to no risk of injury.

EQUAL OPPORTUNITY EMPLOYER

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Electric System Division
Electric Supervisor

REPORTS TO: Assistant Utilities Director **PAY GRADE: EL-6** **FLSA: N**

SUMMARY OF POSITION

The purpose purpose of this position is to provide field supervision to the Electric System Division, including personnel and daily operations, projects and development, and strategic planning, under the direction of the Utilities Assistant Director.

This position also efficiently and safely performs electrical distribution line construction, maintenance, and repair tasks, in accordance with Stoughton Utilities construction specifications and standards.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Supervises and directs the operation and maintenance of the electric utility and distribution system. Ensures compliance with regulatory agency requirements and utility policies. Provides recommendations and assists with the coordination and implementation of electric distribution system improvements.

- Supervises the activities of Electric System Division personnel. Conducts regular division staff meetings, establishes and maintains productivity reports, prepares and assigns work orders, coordinates introductory and continuing training programs, reviews and approves timesheets, establishes and maintains staff work and leave schedules, and assists in the completion of performance evaluations. Plans short and long-term division work plans and projects and guides the division's goals and vision.

- Supervises, organizes, and leads routine safety meetings and safety manual review. Conducts routine safety compliance checks on active job sites. Oversees division operations to ensure safety policy compliance. Report out findings to Stoughton Utilities management and safety compliance teams.

- Supervises the division tool and equipment inventory and evaluates and approves or denies requests from division staff for the procurement of new tools and equipment.

- Supervises the substation maintenance program, maintains all substation equipment, conducts routine substation inspections, and records weekly system readings and data. Evaluates and recommends long-term planning for substation maintenance and system expansion requirements.

- Supervises the electric line clearance program. Monitors system tree trimming and removal needs, and maintains the annual schedule to ensure clearance program compliance. Works with division employees to trim and remove trees and brush. Communicates with customers to provide notice of upcoming line clearance projects and resolves line clearance complaints and inquiries.

- Supervises the utility's apprentice lineworker program, including providing education and mentorship, evaluating apprentice performance and competence, maintaining apprenticeship registrations and program compliance, conducting routine reviews and assessments, and recommending advancement through the program.

- Supervises and maintains overhead and underground electric construction specifications and drawings.

- Routinely performs lineworker work tasks at active job sites to plan, direct, and supervise system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate staff knowledge, competence, and safety compliance.

- Operates diggers, bucket trucks, and hand tools near and around electrical distribution lines. Operates live-line tools to connect and disconnect distribution lines and components. Installs primary and secondary overhead and underground electrical systems. Locates underground electric cable faults for repair. Performs all other industry-standard duties expected of a journeyman lineworker.

- Prepares and secures safe work sites, including truck and equipment setup, placement of warning signs and cones, traffic control and direction, and more. Conducts tailboard meetings to review projects and safety.

- Completes field staking using staking sheets provided by the Utilities Distribution System Coordinator, or supervises staking completed by other lineworkers as appropriate.

- Operates the electric SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate circuit performance and load, and investigate outage conditions.

- Manages electric distribution system switching procedures and documentation. Collaborates with the Distribution System Coordinator to ensure mapping and outage management system accuracy, and to maintain up to date switching workflows. Provides updates and training on switching procedures to division staff, and ensures policies are followed.

- Collaborates with the Asset & Facilities Coordinator to maintain material inventory and procurement. Provides input and prepares recommendations for material quality standards and specifications. Assists in the evaluation of proposals and material acquisition. Cooperates in the year-end inventory process.

- Assists with the preparation of the Utilities 20-year Capital Improvement Program, including conducting reviews of system reliability and making recommendations for system improvements. Assists with the preparation and ongoing monitoring of the Utilities annual budget.

- Makes recommendations for electric division vehicle replacements, additions, and retirements. Provides input on vehicle standards and specifications. Supervises routine maintenance schedules and requirements, monitors vehicle safety and regulatory compliance requirements, and schedules vehicle maintenance work.

- Collaborates with the Distribution System Coordinator to develop estimates for new, replacement, and upgraded electric services, and makes recommendations for new development design and system expansion.

- Responds to customer inquiries and complaints and performs corrective measures, or schedules and assigns workorders to resolve customer issues. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Coordinates and schedules the work of subcontractors working on the electric distribution system. Reviews the quality of work completed by subcontractors to ensure compliance with utility construction specifications and contract requirements and expectations. Communicates with subcontractors to discuss complaints and issues.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives electrical safety presentations.

- Maintains GIS software applications and databases, including electric service connection details, circuit identifications, overhead and underground system inspections, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Electric System Division. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities Safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW) and the National Electric Safety Code (NESC). Ensures full Electric System Division compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects electrical service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs electric meters, including current transformers (CTs) and voltage transformers (VTs) as necessary, at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of electric meters, CTs, and VTs. Reconnects and transfers electric meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Wastewater and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Repairs and maintains streetlights.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent and vocational/technical training in electrical systems, with a minimum of five years electrical system maintenance experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Documented completion of a four-year Electrical Lineworker apprenticeship is required, or verifiable regional equivalent.

- Journeyman Lineworker Certification, or verifiable regional equivalent, forklift Certification, and CPR/First Aid Certification is required.

- Vocational or industry training in supervision and/or leadership, with demonstrated experience in leading others in a professional environment.

- Commercial driver's license with tanker and air brake certification is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide first line supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a wide variety of advisory data and information, such as work orders; staking sheets; utility maps and diagrams; construction specifications; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Transportation rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests.

- Ability to communicate in writing and orally with customers, department and all levels of City personnel, electricians, contractors, regulatory agencies, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Supervisory Skills

- Ability to assign, supervise, review, develop, assess, and implement recommendations to improve the work of others.

- Ability to make recommendations regarding the selection, training, discipline, advancement, and discharge of employees.

- Ability to assist in the preparation of meaningful performance reviews, and participate in the delivery of such reviews.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems, such as supervising, leading, teaching, planning, coordinating, disciplining, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Physical Requirements

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems, such as supervising, leading, teaching, planning, coordinating, disciplining, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors, such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, and high voltage electrical currents. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT

Finanace Manager

REPORTS TO: Utilities Director **PAY GRADE: EX-4** **FLSA: E**

SUMMARY OF POSITION

The purpose of this position is to be accountable for the overall planning, organizing, controlling, and directing of the financial activities of the Utility, including coordination of all customer accounting with the Assistant Utilities Director and general accounting functions and information processing, and performing critical accounting and fiscal management functions in accordance with Stoughton Utilities goals and objectives.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Direct the operation of a central accounting system in a manner consistent with generally accepted accounting principles and practices, and in sufficient detail to produce accurate cost, financial and statistical data for both management and statutory requirements.
- Implement and maintain a proper set of internal controls. Makes recommendations for organizational changes including staffing and structure to maintain proper internal controls.
- Develop and maintain financial systems, policies, and procedures to ensure effective fiscal management.
- Develop and maintain optimal investment, borrowing, and other funding strategies.
- Research and share grant funding opportunities for utility divisions and customers, prepare grant applications, and maintain post-compliance monitoring and reporting, including opportunities for principal loan forgiveness programs.

- Administers state and federal funding program requirements, submits program applications, and submits all reports required for program compliance and disbursement.

- Prepare and maintain short, mid, and long-term cash flow forecasts. Collaborates with utility leadership to ensure fiscally responsible operations in line with current forecasts.

- Direct the preparation of the Utilities budget and capital improvement program, including advising utility leadership in the review of estimates and the preparation of individual budget requests

- Manage relationships with financial consultants. Collaborates with the Utilities Asset & Facilities Coordinator to review service fees, negotiate and develop contracts with service providers.

- Oversee third-party audits, including the annual financial audit and all other audits required by project funding agencies, including completing internal auditing in preparation, and submit all required regulatory reports.

- Prepares and submits Public Service Commission of Wisconsin Annual Reports, and all other periodic reporting required by PSCW.

- Administer the purchase card program.

- Direct treasury management operations, online banking, and fraud protection programs.

- Perform electric, water, and wastewater retail rate analyses, develop rate structures that ensure sufficient revenue recovery, and obtain necessary local and regulatory approvals.

- Process and close work orders including time, material, and equipment allocations, and asset retirements. Manages prepayment reconciliation and customer invoicing.

- Prepare and interpret financial statements, cost reports, and statements of receipts and expenditures at regular intervals for use by the Utilities Director and utilities leadership, Utilities Committee, and Common Council.

- Direct preparation of employee payroll, tax and benefit withholding, and periodic reporting.

- Participate in Utilities Committee meetings, and other city committee and Common Council meetings as required. Prepare monthly status reports as well as other scheduled and unscheduled presentations and reports.

- Leads in-house training and support of financial and workorder management software; creates/modifies reporting templates upon request. Creates new and maintains existing procedures and instructional documentation. Maintains financial and workorder processing policies and procedures manuals.

- Maintain and review utility rate benchmarking; analyze and report on findings.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives electrical safety presentations.

- Responds to planned and unplanned customer engagement opportunities and significant event response, including but not limited to large-scale outages, severe weather events, and drinking water or sanitary sewer emergencies.
- Complies with all Stoughton Utilities safety programs.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages.

- Assist other division personnel as required.

- Attends and assists with utility-sponsored public events, prepares public educational materials, and participates in outreach efforts.

- Assists all other Stoughton Utilities divisions as required.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- Bachelor's degree in Business Administration, Accounting, or Financial Management, with preference for a Certified Public Accountant.

- Minimum seven years of experience related to financial/accounting operations, preferably in the utility environment.

- Significant knowledge of generally accepted financial management and accounting principles and practices, including the ability to independently initiate analysis and solve a variety of accounting and fiscal issues from both long-term and daily operational perspectives.

- Significant knowledge of Governmental Accounting Standards preferred.

- Significant knowledge of computer software used in the utility environment, including experience with automated accounting, financial, and billing systems. Advanced user of Microsoft Office applications (Word, Excel, and PowerPoint).

- Valid motor vehicle operator's license is required, or the ability to obtain independent transport for required training and events.

Language Ability and Interpersonal Communication Skills

- Ability to perform complex data analysis, including the ability to audit, deduce, assess, conclude, appraise, analyze, and interpret an extensive variety of technical information and governmental regulations.. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide first line supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a wide variety of advisory data and information such as work orders, financial statements; billing reports and statements; financial reports and ledgers; regulatory rate review applications; budgets; accounting systems; computer software operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin (PSCW) rules, regulations, and tariffs; Wisconsin Department of Natural Resources (DNR) rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests.
- Ability to communicate in writing and orally with customers, department and all levels of City personnel, financial auditors, regulatory agencies, elected and appointed government officials, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Supervisory Skills

- Ability to assign, supervise, review, develop, assess, and implement recommendations to improve the work of others.

- Ability to make recommendations regarding the selection, training, discipline, advancement, and discharge of employees.

- Ability to assist in the preparation of meaningful performance reviews and participate in the delivery of such reviews.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop detailed descriptive statistical reports; and the ability to perform mathematical operations with algebra.

- Ability to design and produce graphical representations of complex financial data.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as managing, supervising, leading, teaching, planning, coordinating, disciplining, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, calculator/adding machine, cash register, postage meter, photocopier, paper cutter, hand punch, telephone, and other items used in performing essential functions.

- Ability to coordinate eyes, hands, feet, and limbs in performing semi-skilled movements such as typing.

- Ability to exert very moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses little to no risk of injury.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Electric System Division
Journeyman Lineworker

REPORTS TO: Electric System Supervisor **PAY GRADE: EL-4** **FLSA: N**

SUMMARY OF POSITION

The purpose of positions in this classification is to efficiently and safely perform electrical distribution line construction, maintenance, and repair tasks, in accordance with Stoughton Utilities construction specifications and standards.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Operates diggers, bucket trucks, and hand tools near and around electrical distribution lines. Operates live-line tools to connect and disconnect distribution lines and components. Installs primary and secondary overhead and underground electrical systems. Locates underground electric cable faults for repair. Performs all other industry-standard duties expected of a journey-level lineworker.

- Prepares and secures safe work sites, including truck and equipment setup, placement of warning signs and cones, traffic control and direction, and more. Conducts tailboard meetings to review projects and safety.

- Completes field staking using staking sheets provided by the Utilities Distribution System Coordinator.

- Operates the electric SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate circuit performance and load, and investigate outage conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend

operational changes and safety improvements, and to evaluate safety compliance.

- Installs, repairs, and maintains municipal street lighting.

- Monitors system tree trimming and removal needs, and ensures clearance program compliance. Works with division employees to trim and remove trees and brush. Communicates with customers to provide notice of upcoming line clearance projects and resolves line clearance complaints and inquiries.

- Assists in the oversight of the utility's apprentice lineworker program, including providing education and mentorship, and recommending advancement through the program.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives electrical safety presentations.

- Completes and maintains work orders, staking sheets, outage reports, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including electric service connection details, circuit identifications, overhead and underground system inspections, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Electric System Division. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW) and the National Electric Safety Code (NESC). Ensures full Electric System Division compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects electrical service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs electric meters, including current transformers (CTs) and voltage transformers (VTs) as necessary, at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of electric meters, CTs, and VTs. Reconnects and transfers electric meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Wastewater and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent and vocational/technical training in electrical systems, with a minimum of four years electrical system maintenance experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Documented completion of a four-year Electrical Lineworker apprenticeship is required, or verifiable regional equivalent.

- Journeyman Lineworker Certification, or verifiable regional equivalent, forklift certification, and CPR/First Aid certification is required.

- Commercial driver's license with tanker and airbrake certification is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to utilize a wide variety of advisory data and information, such as work orders; staking sheets; utility maps and diagrams; construction specifications; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Wisconsin Department of Transportation rules and regulations; and safety rules and manuals.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, electricians, contractors, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, aerial bucket truck, digger/derrick, forklift, wood chipper, chain saw, back hoe, roller, compression tools, cable cutters, nail gun, meters, hand and power tools, snow plows and blowers, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as high voltage electrical work.

- Ability to install and repair meters and perform coordinated activity around live electricity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Technical Operations Division
Journeyman Meter Technician

REPORTS TO: Billing & Metering Supervisor **PAY GRADE: EL-3** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain, repair, test, install, and read electric and water meters, and to complete water cross connection inspections for the City of Stoughton. This position shall be responsible for evaluating electric and water services and determining the appropriate metering design, procurement and maintenance of electric and water meters and test equipment, maintenance of electric and water meter records, and installation of electric and water meters and equipment.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Maintains the utility's electric and water meter testing programs to ensure compliance with Public Service Commission of Wisconsin (PSCW) regulations and periodic test schedules.

- Tests single and three-phase electric meters both in the field and in the shop in accordance with PSC rules. Maintains, and repairs meters, current transformers (CTs), and voltage transformers (VTs). Prepares and issues reports on electric meter test quantities and results to division supervisors, customer service staff, and regulatory agencies as directed.

- Tests water meters both in the field and in the shop in accordance with PSC rules. Installs, maintains, and repairs water meters. Prepares and issues reports on water meter test quantities and results to division supervisors, customer service staff, and regulatory agencies as directed.

- Manages the utility water and electric meter inventory. Establishes and maintains metering standardization programs, and collaborates with the Asset & Facilities Coordinator to maintain meter inventory, including the procurement of new meters and the discarding of damaged and retired meters. Prepares and issues reports on meter inventory and annual activity to

division supervisors, financial staff, and regulatory agencies as directed. Completes the year-end inventory process for electric and water meters, CTs, and VTs.

- Reviews applications for new and upgraded electric service connections, and determines proper meter type, cabinet size and type, and need for CTs and VTs, and wires customer meter sockets at commercial properties. Conveys cabinet and socket requirements to customers and electrical contractors. Collaborates with the Electric System Supervisor to coordinate electric meter sizing, installation, and repair.

- Installs electric and water meters – including CTs and VTs as necessary – at customer premises, including temporary and permanent services.

- Reviews applications for new water service connections, and determines the proper meter sizing and type. Conveys plumbing requirements to customers and plumbing contractors. Collaborates with the Water System Supervisor to coordinate water meter sizing, installation, and repair.

- Maintains GIS software applications and databases, including electric and water meter inventory, electric and water meter testing history, electric and water service connection details and meter history, and other records as directed.

- Manages the Utility's water Cross-Connection Control Program to eliminate existing and prevent future cross- connections, in accordance with Wisconsin Department of Natural Resources (DNR) rules. Performs household and business inspections, issues corrective orders, and performs follow-up inspections as necessary.

- Completes the monthly collection of electric and water meter readings for cycle billing purposes. Maintains ability to work a flexible schedule in order to complete the monthly meter reading collection outside of standard working hours one day per month, typically on the first day of the month.

- Completes the daily meter readings for newly opened or closed customer accounts. Processes all daily meter workorders.

- Assists with utility billing operations by investigating zero/low meter readings for both electric and water, and reports findings. Reviews customer history and consumption trends to detect potential meter issues. Performs meter rereads upon receipt of workorders.

- Coordinates field delinquent collections operations, including disconnecting utility service to customers upon receipt of disconnection workorders.

- Receives and responds to customer inquiries and complaints and recommends and performs corrective action in response.

- Mentors, educates, and trains Apprentice Meter Technician employees when employed by the utility.

- Attends and assists with utility-sponsored public events, prepares public educational materials, and participates in outreach efforts.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities Safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW), Wisconsin Department of Natural Resources (DNR), and the National Electric Safety Code (NESC).

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages.

- Provide back up for various front-office tasks, including but not limited to: processing customer payments, preparation of committee meeting packets, preparation of daily bank deposits, organizational filing, negotiating deferred payment agreements, etc.

- Provide back up for processing customer payments received through various physical and electronic methods, including but not limited to, banking lockbox, online My Account payments, Autopay (ACH and credit card), night deposit box, in-person, energy assistance, etc.

- Provide back up for daily visits to City Hall, local post office, and local bank branch to receive and process incoming and outgoing postal and interdepartmental mail and deliver the daily banking deposit. Sorts and distributes received postal and interdepartmental mail to their intended recipients.

- Maintains grounds and facilities, such as painting surfaces, snow and ice removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric, Wastewater, and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks for all other divisions as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, with three or more years electric metering experience and basic water metering experience required, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Successful completion of the State of Wisconsin three-year Electric Meter Technician apprenticeship required.

- Basic knowledge of drinking water distribution systems required; Wisconsin Department of Natural Resources (WDNR) Grade T or Grade 1 Waterworks Operator Certification, with subclasses G and D, preferred. Ability to obtain and maintain such certification required.

- Valid motor vehicle operator's license required; commercial driver's license with tanker and air brake certification preferred.

Language Ability and Interpersonal Communication Skills

- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards. Ability to compare, count, differentiate, measure and/or sort data, as well as assemble, copy, records and transcribe data. Ability to classify, compute and tabulate data.

- Ability to explain, demonstrate and clarify to others within established policies, procedures and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to utilize a variety of advisory data and information such as meter records, city ordinances, PSC and DNR reports and bulletins, charts, policy manuals, maintenance records, PSC and DNR rules and regulations, vehicle manuals, equipment manuals, meter and CT wiring diagrams, construction specifications and plans, service applications, electric service rules, safety manuals and codes, and maps.

- Ability to communicate effectively orally and in writing with department personnel, customers, contractors, engineers, City employees, law enforcement, and PSC and DNR statistical reports.

- Ability to prepare narrative and statistical reports, construction documents, and correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to use functional reasoning in performing diversified work activities.

- Ability to exercise judgment, decisiveness, and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria, and involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery requiring monitoring multiple conditions and making multiple, complex and rapid adjustments, such as motor vehicles, meter test bench, hand tools, generators, voltmeter, etc.

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, photocopier, paper cutter, hand punch, and telephone.

- Ability to install and repair meters and perform coordinated activity around live electricity, potentially in tight spaces.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as electrical work.

- Ability to exert heavy physical effort in moderate to heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, lifting, and carrying, pushing and pulling over 100 pounds.

- Ability to recognize and identify degrees of similarities and differences between characteristics of color, sound, taste, texture, and odor associated with job-related objects, materials, and ingredients.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, and high voltage electrical currents. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Electric System Division
Lead Journeyman Lineworker

REPORTS TO: Electric System Supervisor **PAY GRADE: EL-5** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to assist in the day-to-day coordination of the Electric System Division, including scheduling of daily operations and project oversight, acting under the direction of the Utilities Electric System Supervisor. This position also efficiently and safely performs electrical distribution line construction, maintenance, and repair tasks, in accordance with Stoughton Utilities construction specifications and standards.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Assists the Utilities Electric System Supervisor with the coordination of the operation and maintenance of the electric utility and distribution system. Ensures compliance with regulatory agency requirements and utility policies. Provides recommendations and assists with the coordination and implementation of electric distribution system improvements.

- Assists in the supervision of the activities of Electric System Division personnel. Actively participates in regular division staff meetings and conducts such meetings in the absence of the Utilities Electric System Supervisor. Assists in the maintenance of productivity reports, the review of timesheets, and the maintenance of staff work and leave schedules. Assists in providing instruction and training; planning, coordinating, assigning, and reviewing of work; and the maintenance of division standards and policies.

- Assists in the coordination and organization of, and actively participates in, routine safety meetings and safety manual review. Conducts routine safety compliance checks on active job sites. Assists in the oversight of division operations to ensure safety policy compliance. Report out findings to the Utilities Electric System Supervisor and the Stoughton Utilities management and safety compliance teams.

- Monitors the substation maintenance program, maintains all substation equipment, conducts routine substation inspections, and records weekly system readings and data.

- Monitors system tree trimming and removal needs, and maintains the annual schedule to ensure clearance program compliance. Works with division employees to trim and remove trees and brush. Communicates with customers to provide notice of upcoming line clearance projects and resolves line clearance complaints and inquiries.

- Assists in the oversight of the utility's apprentice lineworker program, including providing education and mentorship, evaluating apprentice performance and competence, maintaining apprenticeship registrations and program compliance, conducting routine reviews and assessments, and recommending advancement through the program.

- Maintains overhead and underground electric construction specifications and drawings.

- Routinely performs lineworker work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate staff knowledge, competence, and safety compliance.

- Operates diggers, bucket trucks, and hand tools near and around electrical distribution lines. Operates live-line tools to connect and disconnect distribution lines and components. Installs primary and secondary overhead and underground electrical systems. Locates underground electric cable faults for repair. Performs all other industry-standard duties expected of a journeyman lineworker.

- Prepares and secures safe work sites, including truck and equipment setup, placement of warning signs and cones, traffic control and direction, and more. Conducts tailboard meetings to review projects and safety.

- Completes field staking using staking sheets provided by the Utilities Distribution System Coordinator.

- Operates the electric SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate circuit performance and load, and investigate outage conditions.

- Responds to customer inquiries and complaints and performs corrective measures, or schedules and assigns workorders to resolve customer issues. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Makes recommendations for electric division vehicle replacements, additions, and retirements. Provides input on vehicle standards and specifications. Oversees routine maintenance schedules and requirements, monitors vehicle safety and regulatory compliance requirements, and schedules vehicle maintenance work.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives electrical safety presentations.

- Completes and maintains work orders, staking sheets, outage reports, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including electric service connection details, circuit identifications, overhead and underground system inspections, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Electric System Division. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW) and the National Electric Safety Code (NESC). Ensures full Electric System Division compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects electrical service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs electric meters, including current transformers (CTs) and voltage transformers (VTs) as necessary, at customer premises, including temporary

and permanent services. Assists the meter technician with the maintenance and repair of electric meters, CTs, and VTs. Reconnects and transfers electric meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Wastewater and Water System Divisions, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, and other tasks as directed. Provides local and regional emergency disaster response.

- Repairs and maintains streetlights.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent and vocational/technical training in electrical systems, with a minimum of four years electrical system maintenance experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Documented completion of a four-year Electrical Lineworker apprenticeship is required, or verifiable regional equivalent.

- Journeyman Lineworker Certification, or verifiable regional equivalent, forklift certification, and CPR/First Aid certification is required.

- Vocational or industry training in supervision and/or leadership, with demonstrated experience in leading others in a professional environment.

- Commercial driver's license with tanker and air brake certification is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide oversight and backup supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to utilize a wide variety of advisory data and information, such as work orders; staking sheets; utility maps and diagrams; construction specifications; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Transportation rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate in writing and orally with customers, department and all levels of City personnel, electricians, contractors, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Supervisory Skills

- Ability to assign, review, develop, assess, and implement recommendations to improve the work of others.

- Ability to make recommendations regarding the selection, training, discipline, advancement, and discharge of employees.

- Ability to assist in the preparation of meaningful performance reviews, and participate in the delivery of such review.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as supervising, managing, leading, teaching, directing, planning, coordinating, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, aerial bucket truck, digger/derrick, forklift, wood chipper, chain saw, back hoe, roller, compression tools, cable cutters, nail gun, meters, hand and power tools, snow plows and blowers, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as high voltage electrical work.

- Ability to install and repair meters and perform coordinated activity around live electricity, potentially in tight spaces.

- Ability to exert regular and sustained extremely heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, or lifting, as well as carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials and tasks.

- Ability to meet all physical requirements of the Stoughton Utilities Journeyman Lineworker position description.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, and high voltage

electrical currents. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

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I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Wastewater System Division
Operator

REPORTS TO: Wastewater System Supervisor **PAY GRADE: W-1** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on wastewater collection and treatment operations. This position is identical to other non-certified Operator positions in terms of job scope, however may differ in day-to-day duties and assignments, required qualifications, and certifications.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Provides safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and

equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, and one or more years water and/or wastewater operator experience.

- Demonstrated mechanical and/or plumbing aptitude.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Water System Division
Operator

REPORTS TO: Water System Supervisor **PAY GRADE: W-1** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to maintain and operate the water pumping, storage, and distribution systems, and the wastewater treatment facilities and sanitary sewer collection system for the City of Stoughton, with a focus on wastewater collection and treatment operations. This position is identical to other non-certified Operator positions in terms of job scope, however may differ in day-to-day duties and assignments, required qualifications, and certifications.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Provides safe drinking water conditions to protect Stoughton Utilities customers, via obtaining and testing routine water samples, monitoring and recording well pump operations and storage tank volumes, monitoring and testing water and wastewater quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Ensures environmentally responsible wastewater treatment and discharge via obtaining and testing routine wastewater treatment samples throughout the treatment process, monitoring and recording plant operations and tank volumes, monitoring and testing wastewater influent and effluent quality conditions, and monitoring and recording data and operations on the water/wastewater SCADA system.

- Repairs and maintains water distribution mains, pumps, valves, curb stops, services, and hydrants. Installs and maintains water service connections. Performs routine maintenance to other water system infrastructure and equipment. Exercises system valves and flushes hydrants.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and

equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Repairs and maintains pumps, motors, valves, flow meters, screens, and all other equipment at the wastewater treatment facility.

- Obtains and prepares samples of drinking water and wastewater treatment, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed. Prepares graphs, charts, and reports from sample data, and reports out findings. Makes adjustments to drinking water and wastewater treatment operations and calculates amount of chemical additives according to test results.

- Prepares, or assists with the preparation of monthly water pumpage and wastewater treatment reports, and submits to the Wisconsin Department of Natural Resources (DNR).

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Operates the water/wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate system performance, and investigate trouble conditions.

- Responds to customer inquiries and complaints and performs corrective measures. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned system outages.

- Performs work tasks at active job sites to plan, direct, and oversee system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate safety compliance.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts system demonstrations and tours, and gives safety and conservation presentations.

- Completes and maintains work orders, time sheets, preflight checklists, tailgate meetings, inventory forms, and all other division paperwork, and maintains records and prepares reports as directed. Conducts system inspections and records findings.

- Maintains GIS software applications and databases, including service connection details, flushing and exercising maintenance records, televising records, equipment maintenance tasks, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned customer outages or system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Divisions. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on-call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Public Service Commission of Wisconsin (PSCW). Ensures full Water and Wastewater System Divisions compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Disconnects water service to customers upon receipt of disconnection workorders due to delinquency or safety violations, and at customers' request. Conducts periodic reviews of disconnected properties for connection evaluation.

- Installs water meters at customer premises, including temporary and permanent services. Assists the meter technician with the maintenance and repair of water meters. Reconnects water services and transfers water meters.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic commercial electrical maintenance, basic plumbing, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric System Division, including basic system repair, traffic control and direction, site preparation and cleanup, equipment transport and operation, groundsman duties, and other tasks as directed. Provides local and regional emergency disaster response.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, and one or more years water and/or wastewater operator experience.

- Demonstrated mechanical and/or plumbing aptitude.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some individual judgment, with reference to established criteria/standards. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; facilities operation and maintenance manuals; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to requests.

- Ability to communicate effectively in writing and orally with customers, department and all levels of City personnel, plumbers, contractors, regulatory representatives, and the general public.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as leading and teaching.

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and judgmental criteria.

Physical Requirements

- Ability to operate equipment and machinery such as impact tools, sewer line jet truck, back hoe, roller, loaders, dump truck, forklift, wood chipper, meters, hand and power tools, snow plows and blowers, lab instruments, excavation hand tools, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as operating heavy excavation and pumping equipment.

- Ability to install and repair meters and perform coordinated activity, potentially in tight spaces.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, high voltage electrical currents, and disease. This exposure may cause discomfort and presents a high risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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ACKNOWLEDGEMENT:

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I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT

Director

REPORTS TO: Mayor **PAY GRADE: EX-5** **FLSA: E**

SUMMARY OF POSITION

The purpose of this position is to direct and supervise the overall operations of Stoughton Utilities which includes: electric distribution, water distribution, and wastewater collection and treatment, including system design and development, system maintenance and construction, utility coordination, financial management, billing and customer service, regulatory compliance, and utility administration.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Directs all Stoughton Utilities operations; prepares and monitors budgets, plans, and goals; develops policies and procedures; implements operations study recommendations; maintains utility service quality standards; coordinates various construction and development programs; ensures compliance with all local, State, and Federal mandates.

- Directs Stoughton Utilities personnel, processes, and technology, including engineering studies, technology and automation systems implementation, and other programs. Provides information and assistance to, and coordinates activities with, other City of Stoughton departments, consultants, auditors, regulatory agencies, customers, developers, and elected officials.

- Directs Stoughton Utilities annual budget and capital improvement program, and long-range strategic vision. Directs all electric, water, and wastewater infrastructure maintenance and construction projects.

- Directs and supervises the activities of Stoughton Utilities personnel. In conjunction with the Director of Human Resources & Risk Management, participates in staff hiring and promotions, employee feedback and coaching, disciplinary actions, personnel evaluations, staff development, and terminations.

- Directs Stoughton Utilities public education and outreach programs. Serves as the utility public information officer and represents Stoughton Utilities in press releases, media interviews, public statements and presentations, and community events.

- Directs the Stoughton Utilities safety program coordination. Participates on the Safety Team. Responds to all safety requirements, requests, and concerns of utility employees. Conducts safety investigations.

- Represent Stoughton Utilities in reporting to the Mayor, Common Council, Utilities Committee, and the City of Stoughton Leadership Team. Participates in required Utilities Committee and Common Council meetings. Prepares monthly meeting agendas and notices, status reports, and other scheduled and unscheduled presentations and reports.

- Represents Stoughton Utilities in participation and communications with industry partners including WPPI Energy and Municipal Electric Utilities of Wisconsin (MEUW), lobbying organizations, regulatory agencies, legal representation, and elected officials. Serves as Director on the WPPI Energy Board of Directors.

- Receives and resolves high-level inquiries and complaints, including those from elected officials and the Public Service Commission of Wisconsin, and implements resulting corrective action and/or policy revisions.

- Complies with all Stoughton Utilities Safety Programs, and guidelines and regulations set by the Public Service Commission of Wisconsin, Wisconsin Department of Natural Resources, and the National Electric Safety Code.

- Responds to planned and unplanned customer engagement opportunities and significant event response, including but not limited to large-scale outages, severe weather events, and drinking water or sanitary sewer emergencies.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Greet and direct visitors. Answer, direct, and route telephone calls and messages.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, and conducts system demonstrations and tours.

- Assists all other Stoughton Utilities divisions as required.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- Bachelor's degree in engineering or business administration, or related field, with preference for State of Wisconsin licensure for Professional Engineer. A track record of successful management and supervisory experience required. A minimum of 15 years of utility leadership experience preferred.

- Must have or obtain, within one year, Wisconsin Department of Natural Resources (DNR) Grade 1 Waterworks Operator Certification with subclasses G and D, or such certification designated as Operator in Training.

- Must have or obtain, within one year, Wisconsin DNR Wastewater Treatment Plant Operator Certification – Basic, or such certification designated as Operator in Training.

- Previous economic development experience preferred but not required.

- Knowledge of computer software used in the utility environment, including experience with utility system automation, asset management, and mapping platforms. Advanced user of Microsoft Office applications (Word, Excel, and PowerPoint).

- Valid motor vehicle operator's license is required.

Language Ability and Interpersonal Communication Skills

- Ability to perform complex data analysis, including the ability to audit, deduce, assess, conclude, appraise, analyze, and interpret an extensive variety of technical information and governmental regulations. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide first line supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment. Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a wide variety of advisory data and information such as civil engineering plans; engineering studies and reports; construction specifications; bid documents and tabulations; utility statistical reports,

demand and consumption reports, and wholesale billing statements; financial reports and statements; budgets; city and utility policies and procedures; guidelines; non-routine correspondence; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within established policies, procedures, and standards, as well as the ability to respond to complex requests where established policies and procedures may not exist.

- Ability to record and deliver information, explain procedures, give and follow instructions, use and interpret civil, environmental, and electrical engineering and accounting terminology.

- Ability to communicate in writing and orally with customers, department and all levels of City personnel, construction consultants and contractors, engineering and legal consultants, financial auditors, regulatory agencies, elected and appointed government officials, and the general public. Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Supervisory Skills

- Ability to assign, supervise, review, develop, assess, and implement recommendations to improve the work of others.

- Ability to make recommendations regarding the selection, training, discipline, advancement, and discharge of employees.

- Ability to prepare meaningful performance reviews and participate in the delivery of such reviews.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop detailed descriptive statistical reports; and the ability to perform mathematical operations with algebra, geometry, and descriptive statistics.

- Ability to design and produce graphical representations of complex financial data.

Judgment and Situational Reasoning Ability

- Ability to carry out directives with direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems such as managing, supervising, leading, teaching, directing, planning, coordinating, disciplining, coaching, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable or judgmental criteria, and involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments, such as motor vehicles.

- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer terminal, calculator, photocopier, telephone, and other items used in performing essential functions.

- Ability to coordinate eyes, hands, feet, and limbs in performing semi-skilled movements such as typing.

- Ability to exert very moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling.

Environmental Adaptability

- Ability to work effectively in an office environment and in public meetings under safe and comfortable conditions, as well as in the field under uncomfortable and potentially unsafe conditions that require exposure to environmental factors such as temperature variations, high winds, rain and snow, odors, noise, vibrations, wetness, machinery, and vehicular traffic. This exposure may cause discomfort and presents a risk of injury or death.

EQUAL OPPORTUNITY EMPLOYER

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Printed Name: _____

Signature: _____ Date: _____

Stoughton Wisconsin

UTILITIES DEPARTMENT
Wastewater System Division
Wastewater System Supervisor

REPORTS TO: Assistant Utilities Director **PAY GRADE: W-6** **FLSA: N**

SUMMARY OF POSITION

The purpose of this position is to provide supervision to the Wastewater System Division, including personnel and daily operations, projects and development, and strategic planning, under the direction of the Utilities Director, including supervision of the Stoughton Utilities wastewater treatment facilities and the sanitary sewer collection system. This position serves as the designated Operator in Charge of the Stoughton Wastewater Treatment Facility and assumes all obligations and responsibility for regulatory compliance.

This position also efficiently and safely performs wastewater treatment system operations, maintenance, and repair tasks, and participates in construction projects, in accordance with Stoughton Utilities construction specifications and standards.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Supervises and directs the daily operations and maintenance of the wastewater treatment plant and collection system, and oversees and monitors the wastewater treatment process. Ensures compliance with regulatory agency requirements and utility policies, including compliance with all requirements of the Wisconsin Pollutant Discharge Elimination System (WPDES) permit issued to the Stoughton Wastewater Treatment Facility. Ensures environmentally-responsible wastewater treatment and discharge via obtaining and testing wastewater treatment samples throughout the treatment process and monitoring and recording plant operations and tank volumes.

- Supervises the activities of Wastewater System Division personnel. Conducts regular division staff meetings, establishes and maintains productivity reports, prepares and assigns work orders, coordinates introductory and continuing training programs, reviews and approves timesheets, establishes and maintains staff work and leave schedules, and assists in the completion

of performance evaluations. Plans short and long-term division work plans and projects, and guides the division's goals and vision.

- Supervises, organizes, and leads routine safety meetings. Conducts routine safety compliance checks on active job sites. Oversees division operations to ensure safety policy compliance. Report out findings to Stoughton Utilities management and safety compliance teams.

- Supervises the division tool and equipment inventory and evaluates and approves or denies requests from division staff for the procurement of new tools and equipment.

- Supervises the installation of new sanitary sewer service connections. Coordinates activities associated with sanitary sewer lateral connections with contractors, residents, and engineers.

- Supervises and coordinates the distribution of field notifications for construction.

- Supervises sludge storage and removal programs. Maintains appropriate sludge storage capacity, nutrient management field records including ownership and contact information, regulatory soil sampling requirements, and all data necessary for regulatory compliance.

- Routinely performs operator work tasks at active job sites to plan, direct, and supervise system and equipment maintenance and repair tasks. Works onsite to recommend operational changes and safety improvements, and to evaluate staff knowledge, competence, and safety compliance.

- Repairs and maintains sanitary sewer collection mains and pumps. Performs routine maintenance to sanitary sewer collection system infrastructure and equipment. Flushes, televises, cleans, and repairs the sanitary sewer collection system.

- Prepares and secures safe work sites, including truck and equipment setup, placement of warning signs and cones, traffic control and direction, and more. Conducts worksite meetings to review projects and safety.

- Operates the wastewater SCADA system to monitor system health, record data and equipment readings, operate controls, evaluate influent and effluent flow, monitor lift station pumpage and plant treatment, and investigate system concerns.

- Obtains and prepares samples of wastewater influent and effluent quality conditions, wastewater treatment processes, and drinking water, and performs laboratory analysis including sample testing and calculations for biochemical oxygen demand (BOD), suspended solids, pH levels, volatile

solids, phosphorous, ammonia, fecal coliform, chlorine residual, fluoride content, industrial effluents, glucose glutamic acid, and other analysis as directed. Prepares graphs, charts, and reports from sample data, and reports out findings. Adjusts wastewater treatment and drinking water distribution operations and calculates amounts of chemical additives according to test results.

- Maintains, calibrates, and repairs testing equipment. Maintains knowledge regarding testing requirements for wastewater treatment facilities. Cleans and maintains lab equipment. Prepares and sends EPA samples as directed.

- Prepares reports in accordance with DNR, EPA, and other regulatory agency requirements, including compliance maintenance annual reports, land application of biosolids annual reports, monthly discharge report, annual mercury reports, and annual air emissions reports.

- Develops and maintains emergency response and maintenance programs for the sanitary sewer collection system as part of the Stoughton Utilities Capacity, Management, Operation and Maintenance (CMOM) program. Performs self- assessments on CMOM compliance.

- Monitors industry loadings and compliance with routine sampling requirements. Maintains listing of industrial facility contacts, and forms and maintains relationships with facility operations and maintenance managers. Reviews laboratory results of industrial sampling and ensures facility compliance with discharge requirements. Provides laboratory results to the Billing & Metering Supervisor and assists in the billing of industrial surcharges

- Collaborates with the Asset & Facilities Coordinator to maintain material inventory and procurement. Provides input and prepares recommendations for material quality standards and specifications. Assists in the evaluation of proposals and material acquisition. Cooperates in the year-end inventory process.

- Assists in the preparation of the Utilities 20-year Capital Improvement Program, including conducting reviews of system reliability and making recommendations for system improvements. Assists with the preparation and ongoing monitoring of the Utilities annual budget.

- Makes recommendations for wastewater division vehicle replacements, additions, and retirements. Provides input on vehicle standards and specifications. Supervises routine maintenance schedules and requirements, monitors vehicle safety and regulatory compliance requirements, and schedules vehicle maintenance work.

- Collaborates with the Distribution System Coordinator to make recommendations for new development design and system expansion.

- Responds to customer inquiries and complaints and performs corrective measures, or schedules and assigns workorders to resolve customer issues. Communicates with customers as required to resolve inquiries and complaints, and to provide notice of planned construction.

- Coordinates and schedules the work of subcontractors working at the wastewater treatment facility and on the wastewater collection system. Reviews the quality of work completed by subcontractors to ensure compliance with utility construction specifications and contract requirements and expectations. Communicates with subcontractors to discuss complaints and issues.

- Attends and assists with utility-sponsored public events, prepares public educational materials and participates in outreach efforts, conducts treatment facility and collection system demonstrations and tours.

- Maintains GIS software applications and databases, including wastewater collection system details, service connections, manhole inspections, main flushing and televising, and other records as directed.

- Maintains an ability to work a flexible schedule to accommodate planned activities outside of the typical work schedule, including but not limited to planned plant and collection system maintenance work, as well as planned seasonal schedule changes and tasks.

- Maintains an ability to serve on standby on-call duty, scheduled on a rotational basis within the Water and Wastewater System Division. Maintains an ability whenever possible to respond to utility emergencies and assist those serving on- call.

- Complies with all Stoughton Utilities safety programs, and guidelines and regulations set by the Wisconsin Department of Natural Resources (DNR). Ensures full Wastewater System Division compliance of the same.

Additional Duties and Responsibilities - The following duties are necessary for operations, but may be shared with or performed by other employees. The listed duties do not compose an exclusive or all-encompassing list of additional duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Maintains grounds and facilities, such as painting surfaces, ice and snow removal, custodial tasks, basic carpentry, basic plumbing maintenance, and similar tasks as assigned.

- Provides emergency after-hours support to the Electric and Water System Divisions, including basic system repair, traffic control and direction, site

preparation and cleanup, equipment transport and operations, electric line groundsman duties, and other tasks as directed.

- Performs routine vehicle maintenance.

- Performs other Stoughton Utilities tasks as directed.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High School diploma or equivalent, technical training in wastewater treatment, and seven or more years wastewater operator experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

- Wisconsin Department of Natural Resources (DNR) Wastewater Treatment Plant Operator - Advanced certification for the Stoughton Wastewater Treatment facilities.

- Wisconsin DNR Grade 1 Waterworks Operator Certification with subclasses G and D for the Stoughton Waterworks.

- Successful completion of Wisconsin DNR Advanced Laboratory exam.

- Ability to maintain the required continuing education credits for the DNR Operator – Advanced certification.

- Vocational or industry training in supervision and/or leadership, with demonstrated experience in leading others in a professional environment.

- Commercial driver's license with tanker and air brake certification required.

Language Ability and Interpersonal Communication Skills

- Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Ability to provide first line supervision. Ability to create consensus and collaboration, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of significant individual judgment.

- Ability to compare, count, differentiate, measure, and sort information, as well as assemble, copy, record, and transcribe data and information.

- Ability to utilize a variety of advisory data and information, such as work orders; utility maps and diagrams; construction specifications; blueprints; lab records and reports; plant operation and maintenance manuals; engineering reports; technical operating manuals; city and utility policies and procedures; guidelines; non-routine correspondence; Wisconsin Department of Natural Resources rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

- Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests.

- Ability to communicate in writing and orally with customers, department and all levels of City personnel, plumbers, developers, engineers, contractors, regulatory agencies, and the general public.

- Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Supervisory Skills

- Ability to assign, supervise, review, develop, assess, and implement recommendations to improve the work of others.

- Ability to make recommendations regarding the selection, training, discipline, advancement, and discharge of employees.

- Ability to assist in the preparation of meaningful performance reviews, and participate in the delivery of such reviews.

Mathematical Ability

- Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop basic descriptive statistical reports; and may require the ability to perform mathematical operations with algebra.

Judgment and Situational Reasoning Ability

- Ability to carry out directives without direct supervision. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

- Ability to apply principles of influence systems, such as supervising, leading, teaching, planning, coordinating, disciplining, and controlling.

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria, and involving the direction, control, and planning of an entire program or multiple programs.

Physical Requirements

- Ability to operate equipment and machinery such as forklift, backhoe, roller, compression tools, meters, dump truck, end loaders, sewer jet machine, air hammers, compactors, concrete saws, hand and power tools, generators, portable pumps, chemical pumps, freezing and thawing machines, locators, snow plows and blowers, sanitary sewer televising equipment, and other equipment requiring monitoring multiple conditions and making multiple, complex, and rapid adjustments. Ability to repair complex equipment and machinery.

- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements involved in the operation and repair of wastewater treatment facility and sewer collection system equipment.

- Ability to exert regular and sustained heavy physical effort in very heavy work, typically involving some combination of climbing, balancing, stooping, kneeling, crouching, or crawling, as well as lifting, carrying, pushing, shoveling and digging, and pulling heavy objects and materials in excess of 100 pounds.

- Ability to recognize and identify degrees of similarities or differences between characteristics of color, shape, sound, texture, and odor associated with job-related objects, materials, and tasks.

- Ability to meet all physical requirements of the Stoughton Utilities Advanced Certified Operator position description.

Environmental Adaptability

- Ability to work effectively in an office environment, as well as in the field under uncomfortable and potentially unsafe conditions that require exposure to severe environmental factors, such as temperature variations, high winds, rain and snow, odors, toxic agents, noise, vibrations, wetness, dusts, machinery, explosives, gas, vehicular traffic, and high voltage electrical currents. This exposure may cause discomfort and presents a risk of injury or death.

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Printed Name: _____

Signature: _____ Date: _____