



## DETROIT WATER AND SEWERAGE DEPARTMENT

### JOB POSTING

735 Randolph - Suite 2000  
DETROIT, MI 48226

## OPEN COMPETITIVE

### Please read entire document before starting your application

**Job Category:** Field Services

**Title:** Field Services Coordination Specialist

**Minimum Salary:** \$28,213

**Open Date:** Tuesday, June 9, 2015

**Location:** Central Services Facilities

**Recruitment Unit:** Field Services/Meter Operations

**Vacancies:** 3

**Maximum Salary:** \$38,088

**Close Date:** Open Until Filled

#### GENERAL SUMMARY:

The Field Services Coordination Specialist dispatches standard and emergency field crews from a water systems maintenance yard or central water and sewer dispatch center and transmits assignments concerning water distribution and wastewater collection systems repair and service by two-way radio, telephone, or other technological/electronic tools.

**Note:** There is a six-month training period for Field Services Coordination Specialist; the prospective employee must be trained on all shifts.

#### REQUIRED EDUCATION AND EXPERIENCE

- High School Diploma or GED

#### ESSENTIAL JOB FUNCTIONS:

Dispatch service and repair crews to make repairs to the water distribution and wastewater collection systems such as water and sewer leaks on public or private property, leaks and breaks in water mains, fire hydrants and sewer lines, water in basements, flooded streets. Receive calls from Team Leaders, department units and law enforcement officials, miss-dig and customers referred by the telecommunications center. Determine which calls require immediate attention. Notify supervision of all pertinent information including exact locations, scope and nature of reported water systems defects. Enter repair data into a work order information system. Receive work order information from investigators or repair crews and ensure that adequate emergency repair or service has been indicated. Notify yard supervision of incomplete repairs. Prepare and maintain daily and monthly reports as required. A valid Michigan Driver License and the ability to drive a motor vehicle on all terrain. Follow security and safety policies and procedures in carrying out work duties. Provide on the job training.

#### RELATED JOB FUNCTIONS:

Communicate dispatch activities as required. Ensure no duplication of work orders. Indicate incomplete status or work and updates tracking systems. Review work orders to determine need for follow-up work by additional crews. Relay requests for equipment and materials from field crews and dispatch. Perform related work duties as assigned.

#### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

##### KNOWLEDGE OF:

- The repair and maintenance of water distribution and wastewater collection systems including the more common defects
- Department emergency repair methods and procedures
- Street locations within the service area
- Basic Geographic Information Systems



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#### SKILL TO:

- Tactfully deal with customers, department personnel and others
- Prepare summary reports regarding the status of field work
- Accurately prepare and maintain detailed records
- Work under pressure with regard to time and conflicting demands
- Use basic technology

#### ABILITY TO:

- Communicate frequently with team members and other units across the Department about process, equipment or potential problems
- Recognize emergency repair situations and initiate appropriate response
- Pay attention to detail
- Work independently with minimal supervision
- Communicate effectively, both verbally and in writing
- Understand and follow verbal and written instructions
- Establish and maintain effective working relationships with others
- Develop proficiency in unit specific operations and software
- Direct team activities or to work as a team member

#### ESSENTIAL REQUIREMENTS

##### Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. This position requires the ability to remain sedentary and requires extensive computer use.

##### Environmental Working Requirements:

Work may be performed in the plant or office environment; may be exposed to excessive noise and moving objects/vehicles.

##### Other Requirements:

Valid Michigan Driver License

#### THE WAY WE WORK

The Employees of DWSD . . .

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of DWSD's services and objectives
- Assist external and internal customers to serve their needs and take responsibility for continuously improving customer service
- Foster meaningful interaction among people through the exchange of information to produce understanding
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others towards the accomplishment of identified objectives and goals in the best interest of the City and community
- Consistently work toward the common good of the organization and encourage others to do the same
- Conduct themselves at all times in a professionally appropriate and respectful manner in accordance with the DWSD Common Behaviors
- Apply the proper safety/security practices according to established protocols, guidelines and policies



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**Please Note: Employment with the Detroit Water and Sewerage Department has been set apart from the established employment processes of the City of Detroit.**

The above statements describe the general nature and level of work performed by employees assigned to the class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Specific job duties may vary from position to position. Employees in this class are required to undergo alcohol and drug screening and are subject to a criminal background investigation.

Please submit an employment application, letter of interest and resume for this position to:

**Detroit Water & Sewerage Department  
Attn: Vallorie Parks-Turner, Human Resources Generalist  
735 Randolph, Suite 2001, Detroit, MI 48226**

The Employment Application can be found on DWSD's Website:  
[http://www.dwsd.org/pages\\_n/careers.html](http://www.dwsd.org/pages_n/careers.html)