

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION - 330 WENTWORTH STREET N.)

WATER OPERATIONS CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to Supervisor, Dispatch and Operations Support, the Water Operations Clerk will perform clerical support duties by analyzing and interpreting data associated with the operation of Water Meters and water utility billing for Hamilton Water. Responsible for overseeing, monitoring and implementing all aspects of the water meter work order management, water meter billing accuracy and assists with water meter contractor management. The successful applicant is accountable for achieving departmental and divisional goals through the effective and efficient use of resources such as policies/procedures, Waterworks By-law and best practices. Acts as the Subject Matter Expert (SME) and resource for inquiries related to water meter operations related programs and services.

GENERAL DUTIES

Coordinate and organize daily duties for Hamilton Water Meter Operations which will include but is not limited to creating, analyzing and reviewing spreadsheets, charts, letters, memos, forms and documents. Data entry into computerized IPS (HANSEN) database system and external CMMS systems for the creation and costing of work orders for Customer Service & Community Outreach.

Create, update and resolve work orders for meter related issues. Schedule work orders to proper Meter Operations staff member or water for action or resolution.

Liaison with internal and external stakeholders to provide support for Customer Service and Community meter operations programs.

Research, identify and resolve discrepancies with automated reports daily; escalating to necessary stakeholders as required.

Responds to, and monitors and follows up on technical water meter inquiries by receiving, evaluating and prioritizing nature of enquiry. Review customer billing inquiries and work with internal and external stakeholders to reconcile discrepancies and issue corrections as required.

Liaise with and provide information for property owners with respect to master/satellite meter inquiries.

Work closely with Meter Technicians (MTI), and other internal stakeholders to ensure work orders are reviewed and actioned daily. Coordinate and assign MTI' schedules and set appointments. Monitor updates to schedules to ensure other stakeholders setting appointments are being created using accepted guidelines and readjusting appointments for better workflow.

Ensures accurate assignment and classification of work order creation for the Water Meter Contractor and internal staff and the appropriate costing/charges of work orders to each assignment.

Explains and apply regulations, governing bylaws or policies to carry out assignments and apply them to specific situations.

Enters statistical data and performs analysis using Microsoft Excel or other related section software.

Ensures the accuracy of the meter population information within internal systems (IPS or otherwise) for the life cycle of each meter from installation through to asset retirement to ensure continuous and accurate

water utility billing through the water utility billing agent.

Runs reports for automation of work order creation from a variety of databases including contractors, building department, etc.

Interprets Water Metering data from Internal and External sources to create Works Orders and Service Requests.

Delivers sensational customer service in a diverse environment. Maintain high level of confidentiality in all interactions.

Assists in creating onboarding training material, directing and training of new staff.

Prepares sectional procedures for review and approval by the Supervisor, Superintendent and/or Manager.

Supports the development and implementation of policies and procedures related to the Meter Operations business to promote a quality service approach to all interactions.

Reviews and analyze all water meter contractor invoices to ensure accuracy of amounts, account information, works completed and follows up on any discrepancies with the contractor.

Reviews and analysis of various water meter consumption data reports and data sets within IPS (HANSEN) and or/Neptune 360. Reports issues and anomalies to the Supervisor, Superintendent and/or Manager.

Coordinates with the water meter contractor to ensure timely and accurate water meter repairs and/or replacements. Coordinate with the water utility billing agent to ensure water billing requirements are met through proper meter reading and billing administration.

Reviews of costing and reconciliation of invoices and provide data to external billing agents, as well as to the supervisor.

Retires Hamilton Water assets associated with demolition of property and inform billing agent of changes for billing purposes.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Equivalent to completion of high school, typically Grade 12 high school diploma.
2. Previous proven working knowledge of Water Metering methodology or equivalent technical background, work order interpretation and creation of assets.
3. Previous demonstrated experience creating work orders and issuance to proper individual or contractor for resolution.
4. Previous experience working in an office environment with proven knowledge of standard office practices and procedures, normally acquired through the completion of a Business Administration Program or equivalent work experience is an asset.
5. Proven experience in the water and wastewater industry and/or equivalent completion of community college or specialized trades course such as Municipal Clerk Degree, plumbing principles, large meter certificate, etc. considered an asset.
6. Previous experience in finance/ contract management including costing and reconciliation of invoices.

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7. Previous experience in a fast paced, multitasked, customer service environment, with the ability to receive and answer customer inquiries in a timely fashion, while maintaining accurate records and documentation.
8. Must be able to relate to the public, contractors, varying levels of management and council with tact and diplomacy possessing superior customer service skills.
9. Demonstrated experience working in a computerized environment. Must possess excellent computer skills with intermediate knowledge of MS Office Software with special emphasis on Excel. Demonstrated ability to quickly and accurately input data.
10. Demonstrated ability to work independently and in a team environment.
11. Demonstrated ability to coordinate and review work of staff and external contractors.
12. Must be able to complete statistical reporting for complete meter analysis and trending.
13. Proven experience and knowledge in the use and operation of IPS (Hansen) or equivalent CMMS Software in creating, assigning and resolving completed Work Orders.