

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Karin Daane

Work Phone: 608-266-4661

2. Class Title (i.e. payroll title): Water Utility Dispatcher

3. Working Title (if any): Dispatcher

4. Name & Class of First-Line Supervisor: Tom Rosemeyer (General Supervisor)

Work Phone: 608-266-5984

5. Department, Division & Section:

64- Water Utility/Operations/Distribution

6. Work Address: 110 S Paterson St

7. Hours/Week: 40

Start time: 7am End time: 3pm

8. Date of hire in this position:

1-20-2013

9. From approximately what date has employee performed the work currently assigned: 3-1-2021

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This position enables the utility to efficiently fulfill its mission by receiving service requests and water-related emergency reports from the public and other individuals and coordinating response. Rapid emergency response helps to maintain public trust and support sustainability by minimizing property damage and water wasted by leaks and main breaks. In addition, maintaining accurate records of the utility's work and assets is essential for long-term planning to serve both present and future generations of Madison residents.

11. Position Summary:

Under the general supervision of the Public Works General Supervisor, this position is responsible for coordinating communication and response to reports of distribution system problems and for maintaining records of utility work and assets. This includes radio dispatch and other communication between the Water Utility and other City staff, residents, and contractors; answering questions; and referring problems to supervisors or other staff. This position also maintains and updates distribution system and fleet records, creates work orders, coordinates staff training, establishes priorities, and uses judgment to solve problems and transmit assignments.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

%40 A. Coordinate communication and response to distribution system problems and emergencies.

1. Operate a radio communications system to dispatch work orders and to provide support to Water Utility field staff.

2. Respond to calls and emails by generating work orders, assigning and dispatching field workers, and/or directing requests to appropriate staff.
3. Responding to customer complaints or problems and logging them in Cityworks
4. Coordinate with Police Dept for parking enforcement or jobsite issues, emergency towing of vehicles, and postings of "No Parking" signs.
5. Coordinate with utilities for relocates as well as other departments regarding damage issues or to assist Water Utility crews.
6. Coordinate/schedule thawing services
7. Notify MG&E of all emergencies
8. Serves on Madison Water Utility's Emergency Response Committee

40% B. Asset Management/ Recordkeeping: Maintaining system and work records

1. Create, review, and close distribution system work orders, inspections, and service requests in enterprise asset management system (ex: Cityworks, Accela)
2. Receive vehicle service requests from staff and generate work orders, enter data, make updates/changes, and generate reports using fleet asset management software (ex: Faster)
3. System administrator for fleet asset management software (ex: Faster)
4. Generate reports for valves, frozen services, and system leaks for both internal use and to supply information for reporting to regulators, elected officials, and the Water Utility Board.
5. File regular and emergency tickets with Diggers Hotline.
6. File street opening permits and maps to City of Madison Engineering Division

15% C. Staff support and development

1. Train staff on asset management software (i.e. Cityworks, Fleet, Accella)
2. Point of contact and staff support for enterprise asset management software.
3. Maintain training schedules for required safety and other training for all Madison Water Utility staff.
4. Coordinate and schedule utility-wide safety and other trainings

5% D. Other duties as assigned

1. Greet and serve contractors and residents in-person at Paterson Street Operations Center
2. Other duties as assigned.

13. Primary knowledge, skills and abilities required:

Thorough knowledge of the Water Utility distribution, computerized mapping, and enterprise asset management systems; ability to work independently, multitask, and make swift decisions; ability to communicate clearly and concisely over radio, telephone, in-person, and in writing; ability to analyze reports of system and customer problems, recommend action, and dispatch staff as needed; ability to quickly prioritize and manage work in crisis and emergency situations; ability to use computer programs to create, review, and close work orders, maintain records, prepare reports, and manage and coordinate schedules; ability to demonstrate empathy, consideration, and cross-cultural competence to customers, contractors, City officials and employees; and ability to reliably meet attendance requirements of position.

14. Special tools and equipment required:

Computer and radio communication system

15. Required licenses and/or registration:

Drivers License

16. Physical requirements:

17. Supervision received (level and type):
Supervision by General Supervisor

18. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeenet/policies-procedures/position-descriptions.

