

TO: Personnel Board
FROM: Tameaka Bryant, Human Resources Analyst
DATE: February 18, 2019
SUBJECT: Water Utility Maintenance Manager – Water Utility

Water Utility General Manager Tom Heikkinen has requested a study of the Water Utility Maintenance Supervisor position, #1780, in CG18, Range 11, which is currently filled by Mr. Doug Vanhorn. Since the last time this position was studied over 20 years ago, the Water Utility has changed significantly in various aspects, many of which have also changed the responsibilities associated with this position. After reviewing the position description submitted and conducting interviews with Dan Rodefled, Water Operations Manager, and Mr. Vanhorn, I am recommending the following:

- Create a new classification of Water Utility Maintenance Supervisor with placement in CG18, Range 12 and delete the existing classification of Water Utility Maintenance Supervisor classification in CG18, Range 11.
- Recreate the current Water Utility Maintenance Supervisor position #1780 as a Water Utility Maintenance Supervisor in CG18, Range 12.
- Reallocate the incumbent, Doug Vanhorn, in position #1780 to the new position.

The class specification for the Water Utility Maintenance Supervisor describes

...skilled supervisory and technical work involving the planning, design, installation, maintenance, and repair of water utility equipment and facilities necessary to supply potable water for the City of Madison. The work involves directing the installation, repair, and maintenance of municipal water pumping equipment, reservoirs, standpipes, pump house wells, and related facilities and equipment (including utility vehicles). Under the general supervision of the Water Utility Operations Manager, this position exercises independent judgment and discretion in managing the maintenance of the water supply system.

Examples of duties and responsibilities include

Supervise the staff and operations of the Maintenance Section. Schedule, prioritize, and review work and establish operating and safety policies and procedures. Hire, train, assign, evaluate, and discipline a staff of highly trained technicians and maintenance workers. Effectively recommend discipline when necessary, settle employee complaints and effectively recommend the adjustment of grievances.

Supervise vehicle/equipment maintenance and repair. Direct facility maintenance and repair.

Design and supervise the fabrication, installation, and maintenance of electrical switchboard, telemetry, and supervisory equipment as it applies to a water supply system. Establish procedures for the maintenance of pump houses, reservoirs, wells, pumps, electric motors, switchboard, valves, chlorinator, flow meters, and other related water pumping equipment.

Requisition materials and supplies, keep records, review time sheets, and make technical feasibility studies. Work with private contractors to coordinate their activities, inspect installation work done

by contractors and evaluate performance to determine if it meets specifications and standards. Monitor and report on the progress of projects and prepare reports as required.

Submit budgets and activity recommendations.

Although the class specification on-line reveals additional duties and responsibilities, these were added in an update in 2013 but did not include a corresponding position study. Therefore, it is relevant to compare the current position to this older specification to determine the significance of the changes.

Mr. Vanhorn was hired as the Water Utility Maintenance Supervisor in July of 2015. He is responsible for maintenance and operation of 22 well houses and pumping stations, ensuring the proper operation of latest safety measures in water production; maintenance of 3 Water Utility office buildings; and a fleet of over 130 vehicles. He currently supervises 16 positions, including maintenance, custodial, automotive mechanics, welder, electrician, painter, and water emergency responders. He has full responsibility for the Water Utility fleet of vehicles. The Utility performs all maintenance repairs in house through his automotive mechanic employees.

Over the past 10 years, the Water Utility has changed significantly. With respect to this position specifically, not only have the number of Water Utility facilities increased, but the operation has become increasingly complex with the introduction of new technology and water safety measures. The increased complexity of the Water Utility operation includes the introduction of chlorine analyzers, air strippers, sulfuric acid dispensers, and iron and manganese filters at the various facilities, a computerized maintenance management system for tracking maintenance issues, and the use of well on-site SCADA systems. None of these systems were included in the prior class specification. All of this new technology has made this position increasingly complex and required additional training for Mr. Vanhorn and his staff. Also, with the building of the new Water Utility Central Office on Olin Ave. in 2005, and the new Operations Center on S. Paterson St. in 2016, the maintenance mechanics now perform all of the building maintenance. For example when a new office needed to be built for the newly hired Water Utility Financial Manager, the maintenance mechanics built that office.

The implementation of this new technology requires Mr. Vanhorn to work closely with the Water Utility Engineering Section on how the new technology will be implemented, and what changes need to be made in the operation to make it work. Furthermore, while the previous class specification indicates responsibility to submit budget "recommendations," this position is now responsible for overseeing, planning, and budgeting for various capital improvements, inspections, upgrades, and renewals. This is identified as 30% of the current position.

Mr. Vanhorn has responsibility for a variety of other areas as well. He has implemented a cross training program for his maintenance workers and maintenance mechanics during his time as supervisor. He is a back up to the Water Utility Operations Manager in Munis and approves financial transactions in Mr. Rodefeld's absence. He is one of the managers on call for after-hours emergencies and coordinating emergency management. He also supervises the night crew who serve as first responders in case of emergency and they contact Mr. Vanhorn when any emergencies arise. Although each of these responsibilities in and of themselves does not require

a significant amount of time, they do add to the scope of this position, and were not part of the position when it was last reviewed.

In reviewing other classifications within the City for comparison purposes, I considered the classification of Library Facilities Manager (CG 18, Range 12) at Library. This classification is similar in terms of duties and responsibilities such as supervisory responsibilities, building and facility maintenance, facility planning, fleet management, coordination of services to multiple locations city wide, emergency management, and a comparable amount of direct reports; however it lacks numerous other aspects such as working with hazardous chemicals, the need to be aware of the most up to date water safety standards, and the Water Utility has more facilities than Library. The Library position, in contrast, has larger responsibility in the area of budget and does not report to an Operations Manager. Although these classifications are not an exact match, they appear to be the most comparable in terms of the level of responsibility.

Based on the previously outlined analysis, I recommend that the classification of Water Utility Maintenance Supervisor be recreated with placement in CG18, Range 12, and position #1780 of Water Utility Maintenance Supervisor should be recreated in the new range, with the incumbent reallocated to the new position.

The necessary Resolution has been prepared to implement this recommendation.

Editor's Note:

Compensation Group/Range	2019 Annual Minimum (Step 1)	2019 Annual Maximum (Step 5)	2019 Annual Maximum +12% longevity
18/11	\$ 72,494.76	\$ 87,358.96	\$ 97,842.04
18/12	\$ 75,840.96	\$ 91,560.04	\$ 102,547.24

cc: Tom Heikkinen – Water Utility General Manager
Dan Rodefeld—Water Utility Operations Manager
Doug Vanhorn – Water Utility Maintenance Manager