

**Title:** Water Utilities New Growth Technician - III  
**PG:** 51  
**Status:** Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Water Utilities

**Class Code:** 3151  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is responsible public relations, administrative, and technical work dealing primarily with the utility's new growth customers. Work involves frequent customer contact in person and by telephone. Duties require exercising judgment and using technical knowledge in determining proper rates, procedures, fees, answering customer questions, preparing work orders for work to be provided by field crews, reviews engineering plans for conformance to technical specifications, and scheduling of Construction Inspectors. Work also involves researching needed information regarding billings, rates, water capacity, and services of the department. Work is reviewed by appraisal of accomplishments, customer satisfaction, and conformance with established goals and policies.

**ESSENTIAL FUNCTIONS:**

1. Performs functions of planning, organizing, scheduling, and coordinating related to new growth project activities; resolves concerns received from customers and the public, on growth related projects.
2. Consult with new growth customers explaining water capacity, water consumption, water and wastewater capacity charges, meter set and other installation charges, and methods of billing.
3. Regularly corresponds through telephone and meetings with new growth customers to assist in the review of development plans and ensure compliance with Water Utilities Subdivision Standards and other established City rules and procedures.
4. Administers and coordinates the commercial backflow policy.
5. Quickly reads and summarizes new growth plans and provides a summary to the designated supervisor and other Engineering Division staff.
6. Represents the Engineering Division on various boards and committees and keeping Division staff and management informed of activities.
7. Coordinates plans review with Engineering Division Staff, other City Departments, and other public agencies.
8. Schedule Water Utilities Construction Inspectors, and other Water Utilities Engineering Staff as necessary to provide services for new growth customers.
9. Maintain an organized filing system that is updated daily for all projects and activities.
10. Writes letters and reports for internal and external use as required.
11. Attends and participates in daily meeting concerning new growth customers.
12. Reviews preliminary plans with architects, engineers, contractors, owners, Engineering Staff, and Management to provide information on Water Utilities requirements in order to minimize problems when plans are submitted for approval.
13. Considerable tact and courtesy are necessary in communicating through meetings and phone with architects, engineers, contractors and others to explain what materials are needed for plans review and construction and to assist in altering or modifying plans, materials, and construction technologies to meet Water Utilities requirements.

**ADDITIONAL RESPONSIBILITIES:**

1. Prepares cost estimates for work as required.
2. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Ability to establish a business relationship with key personnel of each new growth customer project team.

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2. Ability to act as an advocate for the new growth customer with regard to services provided by the City.
3. Ability to coordinate utility and other City services in order to provide solutions to customer problems.
4. Knowledge of utility rates, operations, billing and utility terminology.
5. Ability to read and understand blueprints.
6. Knowledge of applicable utility construction methods and plans review.
7. Knowledge of water and wastewater systems and appurtenances and their uses.
8. Knowledge of word processing, spreadsheet, database and other computer programs.
9. Ability to utilize and understand the City's Geographic Information System locations and types of existing facilities and basic property information.
10. Ability to perform complicated mathematical calculations.
11. Ability to establish and maintain good public relations with customers and effective working relationships with co-workers, other City employees and the general public.
12. Ability to use good judgment on questions needing interpretation of utility programs and policy.
13. Ability to use personal initiative to handle a wide variety of job duties which may require research.
14. Ability to communicate effectively, both orally and in writing.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations. At times, field work may be required which requires the ability to safely go onto construction sites and may require exerting up to 50 pounds of force.

The job risks exposure to extreme noise levels, dusts, pollen, bright/dim light, extreme cold and or heat, wet or humid conditions, fumes, noxious odors, chemicals, sewage, confined space and heights.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

1. Successful completion of ninety (90) hours of accredited college courses in a degree seeking program, including courses in mathematics, statistics and/or business. If applicant does not have ninety (90) hours of accredited college courses in a degree seeking program, they should have at least have sixty (60) hours of accredited college course work complete and the additional thirty (30) hours of accredited college course work will need to be completed within the first five (5) years of employment. Employee will need to complete at least six (6) hours of college course work each year until they have met this requirement.
2. Three (3) years of responsible professional experience in utility administration, technical work, or public relations.
3. An equivalent combination of education and experience that is directly related to the foregoing specific requirements may be substituted.

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**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to pass and maintain qualification for:
  - a. Respiratory Protection Physical
  - b. Pulmonary Function.
  - c. Qualitative and Quantitative Fit Test(s)
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director