



JOB DESCRIPTION

CLASSIFICATION: ADMINISTRATIVE SUPPORT VIII

JOB TITLE: TECHNICAL ASSISTANT – CITY ASSETS

REFERENCE NO: 64108

DIVISION: ENERGY AND INFRASTRUCTURE

DEPARTMENT: CITY ASSETS

APPROVAL DATES: BY:  Bradley Maynes (Apr 12, 2022 12:59 MDT) **DATE:** Apr 12, 2022

MANAGING DIRECTOR - ENERGY AND INFRASTRUCTURE

BY:  Stan Schwaninger **DATE:** January 20, 2022

DIRECTOR OF HUMAN RESOURCES

GENERAL DESCRIPTION:

This position provides technical support to operations of the City Assets department. This position primarily fields contractors and customer questions, providing advice, problem solving, and scheduling appropriate services related to the functions of the department.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Superintendent, Operations Support (City Assets).
- Maintains frequent communication and positive relationships with department management, superintendents, supervisors, engineers and other City departments.
- External relationships are maintained with businesses and the general public.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Responds to a high volume of customer transactions, in person, by telephone, mail/email and fax in a prompt and courteous manner.
- Responsible for scheduling of locates; provide accurate clearance to dig based on Before You Dig Process Tickets received, and coordinates and dispatches assigned operators.
- Accurately facilitate, monitor and complete utility related rate installations/switches/removals on customer utility accounts and rentals for construction.
- Coordinates information with other technical operations, customer service, and administrative staff.
- Develops and maintains reliable records in accordance with the record retention schedule through spreadsheets, use of database applications, and tracks statistical accounting and operational data.
- Administration of operation programs, department correspondence, purchase orders, payables, payroll entry, human resources related matters, purchase cards, data entry, and website maintenance.
- Identifies areas for policy and procedure development and/or refinement; recommends approaches for addressing issues identified.
- Operates standard office equipment, automated call distribution system and two-way radios.
- Regularly coordinates information with other customer service, administrative and technical operations staff.
- Participates in department cross training and assists in training new/temporary employees as required.
- Performs other duties, as required.

REQUIRED COMPETENCIES:

- Ability to establish and maintain highly effective working relationships with corporate and department staff, customers and others encountered in the course of work.
- Thorough working knowledge and use of Microsoft and other software, ERP computer applications and office productivity software tools including related technologies to the discipline, including GIS, Unit 4, and City Works.
- Knowledge, understanding and commitment to City's Corporate Safety standards, including Health, Safety and Environmental Management System.
- Knowledge of corporate and department organization as well as the general responsibilities of all departmental managers and supervisors.
- Knowledge of principles, methods and techniques in the delivery of workplace training programs.
- Knowledge of City bylaws, policies, procedures and applicable regulations pertaining to department operations.
- Ability to maintain accurate records and handle confidential information and sensitive issues.
- Demonstrated organizational skills with the ability to plan and organize own work as well as coordinate with other employees.
- Proven oral and written communication skills.
- Ability to work under the direction of others as well as work with minimum direction.
- Ability to perform successfully under occasional stressful office and/or operational conditions.

REQUIRED QUALIFICATIONS:

- Successful completion of a diploma in Office Technology or Business Administration or related field from a recognized post-secondary institution.
- Completion of the American Water Works Association (AWWA) Customer Service course or management approved equivalent.
- Two (2) years of related administrative support duties, including experience involving direct customer contact and service
- Experience in an organization providing service of an engineering nature would be an asset.
- Completion of Customer Service training considered an asset.
- An equivalent combination of management approved training and experience may be considered.