

TECHNICAL SERVICES ASSISTANT

Tompkins County

Department: Southern Cayuga Lake Intermunicipal Water Commission

Classification: Competitive

Labor Grade: 0

Approved: 8/96

Revised: 7/00

By: AF Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

A) Graduation from a regionally accredited or New York State registered college with an Associate's Degree in construction technology **OR** water and sewer treatment or a related field **AND** at least three college credit hours in computer aided design, drafting or mapping; **OR**

B) Graduation from high school or possession of a high school equivalency diploma **AND** one year of full-time experience working for a water department or public utility **AND** at least three college credit hours in computer aided design, drafting or mapping; **OR**

C) Graduation from high school or possession of a high school equivalency diploma **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience working with computer aided design, drafting or mapping software.

SPECIAL REQUIREMENTS:

Possession of an applicable New York State driver's license, with a standing acceptable to the Commission's insurance carrier, is required during employment.

Physical ability to lift and routinely handle weights up to 50 pounds is required.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for various technical engineering and administrative functions related to the operating activities of the Southern Cayuga Lake Intermunicipal Water Commission. The Technical Services Assistant (TSA) is responsible for providing technical assistance to the internal and external customers of the commission in pursuit of continuous improvement and the accomplishment of program and project objectives. The wide variety of typical work activities requires the TSA to possess an extensive knowledge of water system operations, procedures, rules and regulations, standard specifications and precedents specifically of Commission. The work is performed under the general supervision of the Administration Manager with latitude allowed for the exercise of independent judgment when carrying out the duties of the position. An employee in this class is not generally required upon to supervise others. The incumbent will perform all related duties as required

TYPICAL WORK ACTIVITIES:

- Operates computer-aided drafting equipment to meet the needs of the Commission;
- Uses other computer software to efficiently accomplish other TSA duties;
- Maintains and updates water system maps using both hand and computer-aided drafting equipment;
- Assist in setting of Commissions goals and, TSA objectives, with support of those goals;
- Conducts file searches, organizes information, and summarizes and maintains a variety of historical records;
- In person or over the telephone, listens to internal and external customers and either refer issues to management personnel or provides an explanation of applicable Commission procedure or policy;
- Communicates with various internal and external customers and participate in formal responses with preparation;

- Conducts project review functions for internal and external customers, including critical path calculations and compliance monitoring;
- Assists with personnel training and safety compliance programs; may present training sessions (i.e. safety, software use, etc.);
- Periodically performs customer surveys, customer field visits, meter readings, and other customer service related functions on a variety of issues and provides the results to management and staff;
- Updates individual customer curb cards as changes occur;
- Assists the Commission Departments in justifying and compiling Department chargeable work;
- Compiles status reports detailing progressive mode on TSA and Commission program goals and objectives;
- Conducts field investigations and documents findings for new and on-going programs and projects;
- Tracks the easement and right of way acquisition and use process during Commission projects;
- Compiles monthly and yearly reports for the Department Leaders, as directed;
- Maintains a project and map library to include both paper and digital files;
- Assists in the development, approval, and implementation of Commission projects and programs to include compiling appropriate documentation;
- Follow safety rules and general work habit regulations;
- Performs other duties as required including temporary assignments to other Commission departments;
- Is available for emergency response except when away from home;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of trigonometry, algebra, mathematics;
- Working knowledge of microcomputers and computer aided design, drafting and mapping software;
- Working knowledge of the latest practices used and equipment required in administrating, maintaining and operating a water transmission and distribution system;
- Good knowledge of various residential, commercial and industrial water service connection types;
- Good knowledge of office terminology, procedures, equipment and protocols;
- Ability to communicate effectively by being clear and concise, both orally and in writing;
- Ability to plan and organize assignments in order to produce desired results;
- Ability to complete assignments in a timely and accurate manner;
- Performs duties in a cooperative, courteous, tactful and professional manner;
- Physical condition that commensurate with the demands of the position.