



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

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Date: June 12, 2017

To: Water Utility Commission

From: Job Evaluation Committee

Re: RESULTS OF JOB EVALUATION – Customer Relations Assistant

The Job Evaluation Committee (JEC) met on 5/22/2017 to review the job points of the Customer Relations Assistant. The attached REQUEST FOR EXISTING POSITION CLASSIFICATION REVIEW form will provide you with more information on why the job was approved for review.

The JEC consisted of:

Dan Duchniak Jon Kuzba
Lynn Gomez Donna Scholl
John Vick

The JEC reviewed the value of the job duties using WMS and Company's System for Job Measurement and Pricing, EQUI-COMP®. The application of the points system resulted in an increase to the job points and the corresponding pay range as follows:

		2017 Pay Range		
	Job Points	Bottom	Mid-Point	Top
<i>Existing:</i>	162	\$21.83	\$25.69	\$29.54
<i>Recommended:</i>	173	\$23.20	\$27.29	\$31.38
<i>Net result</i>	+11		+\$ 1.60 6.2%	

The JEC looks forward to your support of adjusting the pay range as presented.

Recommended Motion: Approve recommendation of the Job Evaluation Committee to increase the Customer Relations Assistant pay range 6.2%.

Enc.

REQUEST FOR EXISTING POSITION CLASSIFICATION REVIEW

Submitted by: Donna Scholl

Date: 5/3/2017

Existing Title: Customer Relations Assistant

Proposed Title: No Change

Were duties added or deleted from this position? Please explain.

Increased emphasis and responsibility for conservation and outreach. This position is responsible for designing, monitoring, promoting and reporting the conservation programs required by the PSC and the compact. PR and outreach to numerous groups has increased to 'market' and promote the GL project. This requires knowledge, diplomacy and tact.

When did these duties change?

Ever evolving and will increase as the project spreads to the pipeline communities affected. Some customer service duties transferred to the Admin Assistant (PT)

If duties were added to this position, where did they originate?

N/A

Are duties assigned to this position also being performed by other employees? If yes, please explain.

CS duties shared by all.

DATE

N/A	Job Content Questionnaire completed/modified & signed
5/11/2017	Position description updated by Department Manager
5/17/2017	Forwarded to Job Evaluation Committee for evaluation
5/22/2017	Evaluated by JEC

Existing:	Job Points: 162	Pay Range:	\$21.83 - \$25.69 - \$29.54
Recommended:	Job Points: 173	Pay Range:	\$23.20 - \$27.29 - \$31.38
Recommended title:	No change		
Recommended Action:	Adjust pay range as presented		

6/22/2017 Presented to Water Commission
Water Commission Action: [Click here to enter text.](#)

Comments: [Click here to enter text.](#)

JOB DESCRIPTION

JOB TITLE: Customer Relations Assistant

FLSA STATUS: Hourly

DEPARTMENT: Administrative

SUPERVISOR: Administrative Services Manager

PURPOSE OF JOB:

Under the direction of the Administrative Services Manager provide customer service including public outreach regarding water quality, water resources and conservation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Receive and respond to customer comments, inquiries and complaints regarding utility services from phone calls, office visits, and correspondence. Resolve concerns by explaining and providing alternatives, revising billing information, or scheduling field service with operations departments. Draft customer service schedule to ensure adequate staffing at the front desk.
2. Update and implement the Utility's conservation plan by serving as liaison to external committees, administering incentive programs, calculating the cost / benefit for activities, and drafting external (PSC) reports.
3. Develop documents and activities to educate the public on water quality, utility operations and on conservation; to include presentations, customer correspondence, press releases, articles, and brochures. Administer "Contact Us" customer email. Coordinate updates to the website. Monitor and report on public sentiment.
4. Assist with the meter change-out and lead and copper programs.
5. Accept and receipt customer cash and check transactions. Balance and reconcile daily payments, and accurately post to customer accounts.
6. Provide administrative support to all departments as assigned. Cooperate with others and respond to emergencies as required or assigned.

LICENSES AND CERTIFICATIONS: None.

SKILLS OR EDUCATION: High School graduation or equivalent. Requires a minimum of five years of progressively responsible experience in utility operations or a comparable environment and public communication. Knowledge of water quality and conservation issues preferred. Ability to read and comprehend instructions, correspondence and memos, prepare reports, letters, memos, and correspondence. Ability to effectively communicate one-on-one and in public / group settings to customers, vendors, and other employees in a diplomatic manner. Exercises a moderate level of independent decision making. Requires proficiency in Microsoft Office applications.

NORMAL DUTY HOURS: 7:45 AM - 4:30 PM, Monday - Friday.

REQUIRED JOB STANDARDS:

1. Ability to effectively communicate with the public and at group presentations
2. Ability to operate keyboard and view digital display.
3. Handling, grasping and fingering for filing, typing, writing, etc.