

Pay Rate Range: \$29.34 - \$41.42/hour
 Hiring Pay Rate Range: \$29.34 - \$34.50/hour

NEW Water
Job Description



SECTION 1		DEMOGRAPHIC INFORMATION	
Job Title	Field Services Team Leader	Division	Technical Services
Department	Field Services	Reports To (Job Title)	Field Services Manager
Full-Time / Part-Time	Full time	Part-Time (Hrs per Wk)	
Pay Grade	10	Exempt/Non-exempt	Non-exempt
Adoption Date (original job description date)	May 23, 2019	Last Revision Date	August 11, 2020
Approved By (generally same as "Reports To")	Field Services Manager	Human Resources Approval Date	August 11, 2020
Director Approved By (Job Title)	Director of Technical Services		

SECTION 2	JOB SUMMARY
<p>In support of the NEW Water culture of Safety, Respect, Team, and Environment, the Field Services Team Leader is responsible for coordinating the daily work required to operate, troubleshoot, and perform predictive and corrective maintenance on the NEW Water's wastewater lift stations, meter stations and interceptor systems. Reviews and creates high priority work requests for Field Service Technicians, assigns the work, provides specific direction, and inspects the completed work of the Field Service Technicians to maintain efficient operation and equipment reliability of the conveyance system.</p> <p>Supports the Pretreatment Program through coordinating and performing industrial sampling and inspection activities. Responsible for organizing, planning and implementing decisions that ensure compliance with State and Federal permit requirements; and for collecting representative wastewater data which drives most all revenue streams including NEW Water's customer wastewater treatment service billing program, hauled waste program, and other revenue initiatives.</p>	

SECTION 3.....		DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES
		Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed
Description of Duties	Frequency	
Key Area: Coordination and Monitoring of Field Services Technicians' Work, and Problem Resolution	35% of job	
Plans, organizes, directs, and monitors the daily operations of the Field Service Technicians.	Daily	
Maintains a high degree of safety awareness and ensures all tasks performed by the Field Service Technicians are in a safe manner according to NEW Water's Safety Programs and Procedures.	Daily	
Ensures timely completion and quality of work through inspection of completed tasks.	Daily	
Ensures preventive and corrective maintenance work orders are entered in the Computerized Maintenance Management System (CMMS) and are completed in a timely manner by Field Service Technicians to protect the public health and welfare of NEW Water's customers, the wastewater conveyance system, its treatment facilities, and its watershed.	Daily	
Ensures accurate information is captured and recorded in the Computerized Maintenance Management System (CMMS).	Daily	
Ensures accurate information is recorded for monthly invoicing to external customers for monitoring and operational and maintenance support.	Weekly	
Ensures customer flow volumes are accurately quantified. Assists in maintaining historical calibration records and monthly flows, review flow trends, and identify erroneous daily flows. Coordinates corrective actions required including troubleshooting and calibration of flow monitoring equipment.	Daily	
Effectively communicates with internal and external customers to determine Field Services priorities and needs. Provides assistance to other departments by assuring the availability and assistance of Field Service Technicians.	Daily	
Monitors the performance of contracted services and internal projects and coordinates the liaison for any problems or concerns that may arise	As Needed	
Coordinates with other NEW Water departments to troubleshoot and resolve equipment and operational issues and concerns at lift stations and meter stations.	As Needed	
Coordinates lift station interruptions or shutdowns to ensure that proper conveyance system performance is maintained during shutdowns for maintenance work and special projects.	As Needed	
Coordinates work to ensure compliance with NEW Water's CMOM program.	Daily	

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Performs relief duties in the absence of the Field Services Manager.	As Needed
Coordinates approval of vacation requests and overtime.	Daily
May be required to assume Standby Duties	As Needed
Key Area: Long Range Planning and Projects	25% of job
Works with Field Service Technicians and Buyer to obtain necessary supplies and equipment to perform required maintenance and efficient operation of the conveyance system.	As Needed
Works in conjunction with the Field Services Manager, Field Service Technicians, and Buyer to purchase equipment and contracted services for Capital Improvement and R&M budget items related to NEW Water's conveyance system.	As Needed
Obtains information to assist in the development and maintaining of operating and capital budgets.	Annually or As Needed
Assists in purchasing and planning approved budgeted expenses and projects.	Weekly
Researches new equipment and innovative solutions for improving the efficiencies and effectiveness of NEW Water's conveyance system	As Needed
Assist with the reviewing, updating, and administering NEW Water's CMOM program.	As Needed
Coordinates and meets with outside vendors to resolve challenges with equipment supplied. Work with equipment suppliers to select and troubleshoot new equipment and technology. Assist vendors in coordinating the training of new equipment and technology.	As Needed
Key Area: Training Development and Coordination	10% of job
Provides troubleshooting assistance, mentoring and coaching, make training recommendations, and coordinates training opportunities to improve the job knowledge of the Field Service Technicians.	As Needed
Coordinates the preparation and update of all Field Service Technician documents including Standard Operating Procedures (SOPs), Operation and Maintenance Manuals, Confined Space Permit forms, Emergency Response Plans, Chain of Custody's, development of Critical Control Points (CCPs).	As Needed
Provides input in personnel related activities including performance evaluations, hiring, coaching, and disciplinary procedures.	As Needed
Key Area: Lift Stations, Meter Stations, and Interceptor Operations & Maintenance	30% of job
Coordinates timely response to critical lift station alarms that occur 24/7/365 and takes appropriate corrective action.	Daily
Coordinates and assists as needed with the operation, maintenance, troubleshooting, and scheduled maintenance on lift station equipment.	Weekly
Coordinates timely response to preset meter station alarms 24/7/365 and takes appropriate corrective action.	As needed
Coordinates and oversees the review of meter station flow, velocity and depth data for problems that may require immediate attention or corrective repair.	Daily
Coordinates and assists as needed with the revenue sourcing flow metering and sampling for NEW Water customers.	Daily to Quarterly
Coordinates and assists as needed with the operation, maintenance, troubleshooting, and scheduled maintenance on meter station equipment.	Daily
Coordinates and assists as needed the operation and maintenance of the on-site hauled waste receiving stations by collecting samples for analysis, cleaning the sample drop area, disposing of samples not analyzed and testing for specially permitted loads.	As needed
Coordinates the development and implements scheduling for annual reduced sampling program and departmental work schedules.	Annually
Coordinates and assists as needed Diggers Hotline ticket screening through use of GIS mapping and interceptor knowledge. Responsible for 24/7/365 accurate and timely field locates to adequately protect NEW Water's interceptor and force main systems from service area construction activities.	Daily
Coordinates and assists as needed the installation and operation of portable flow meters and sampling equipment in support of sub-basin flow monitoring program.	Daily
Coordinates and assists as needed the interceptor manhole inspections to support CMOM. Identifies defects, makes repairs, and arranges for timely corrective repairs and/or replacement by contractors. Interceptor system defects are maintained within an Access database and kept current.	Daily
Coordinates and assists as needed the preventive and corrective O&M including air relief devices. Responds	Weekly

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according to preset system alarms to mitigate a sewer system overflow (SSO) event.	
Responds to sewer system overflows (SSO) or significant precipitation events that produce high flow events. SSOs are quickly identified, controlled, contained, corrected and reported as defined by NEW Water's CMOM plan.	As Needed
Assists with Field Service Technician duties and work as needed.	Daily
Schedules and conducts annual inspections of Significant Industrial User (SIU's) facilities, monitors NEW Water's sampling data and the industry's self-monitoring data while proactively working with industry to ensure compliance with their issued discharge permit.	Monthly
Coordinates and assists as needed the Field Service Technician Pretreatment Program Support.	As needed
Other:	
Perform other job related duties as assigned.	As needed
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	Daily
Follow organizational policies and procedures.	Daily

SECTION 4 EDUCATION REQUIRED	
Minimum Level of Education	Field(s) of Study
Associate's Degree (or Equivalent)	Wastewater Treatment, Environmental Sciences, Civil Engineering or related field of study
Additional Information Regarding the Required Education:	Completion of the Wisconsin Wastewater Operators State Apprenticeship Program may substitute for the associate's degree. Demonstrated aptitude in the areas of mechanical operation, mathematics, biology, and chemistry. An equivalent combination of education, training, and relevant experience will also be considered.

SECTION 5 EXPERIENCE REQUIRED	
Years of Experience	6 years
Other Specific Experience Required or Preferred	Operating experience in progressively responsible wastewater field.

SECTION 6 CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB		
Required Certification/Licensure	Required Upon Hire?	If no, timeframe to obtain?
Current and valid Wisconsin motor vehicle operator's license.	Yes	
Completion of a defensive driving course		One Year
Certified in confined area entry procedures, CPR, and First Aid.		One Year
Training in forklift operation, respiratory protection, CPR, lock-out/tag-out, and fire extinguisher operation.		One Year
Underground facility locating certificate		Two Years
DNR Basic General Wastewater certificate		Two Years
DNR Sanitary Sewage Collection System certificate		One Year
Preferred Certification/Licensure		
N/A		

SECTION 7 ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES

Ability to lead and motivate individuals, provide work direction, training, and instruction to Field Service Technicians.
Ability to proficiently plan, schedule, and monitor daily and emergency activities.

Ability to convey clear and effective communication, both orally and in writing. Considerable knowledge of computers and software for writing reports and the generating data utilizing spreadsheets and databases analysis.

Possess strong mechanical aptitude; and operation and troubleshooting of mechanical and instrumentation equipment used at interceptor conveyance facilities. Understand the proper use of small hand and power tools.

Ability to understand complex policies, procedures, and technical problems. Ability to critically analyze problems and to use sound judgment in arriving at an effective and appropriate solution. Must have the ability and confidence to safely implement the appropriate solution.

Considerable knowledge in the confined space entry procedures (OSHA 1910.146), lockout/tag out procedures (Lockout/Tag out OSHA 1910.147), and hazard communication practices related to Material Safety Data Sheets (Hazard Communication OSHA 1910.1200).

Ability to establish and maintain effective working relationships with staff, including internal and external customers. Knowledge of principles and practices of effective leadership methods.

The ability to multi-task in stressful situations (i.e. emergency responses, unplanned power outages, and high flow situations).

Knowledge of Pretreatment Industrial Inspections, Industrial Waste Treatment, O&M of Wastewater Collection Systems.

SECTION 8 SOFTWARE / TECHNOLOGY UTILIZED

Microsoft Outlook, Word, Excel, Access, SharePoint, GIS (ArcView), RACO (lift stations), Rockwell Systems (SCADA), Maximo (CMMS), Maxcom (SDS for chemicals), ExecuTime (Time and Attendance), Mission Communication (meter stations), FSDData (portable flow meters), and other various software required for samplers and pH meter data downloading, reviewing and/or exporting OdaStat (H2S).

SECTION 9 EQUIPMENT / MACHINERY UTILIZED

Operation of all equipment necessary for the operation of the interceptor system which include: forklifts, pumps, valves, permanent and portable flow meters and samplers, chemical and ozone feed systems, four gas meters, Odalog – H2S units, permanent and portable emergency generators, portable emergency pumps (Godwin), safety vehicles, Sto-away safety cranes, traffic signage, confined space equipment (tri-pods, harness, SCBAs, fall restraint and ventilation), underground facility locator/transmitter and hand/power tools.

Computers: SCADA Systems, desktop, laptops, tablets and smart phones.

SECTION 10 JUDGMENTS / DECISION-MAKING: IMPACT

Description of Duties	Check One
Job Centered / Work Unit: <u>Decisions made</u> are typically isolated to an individual's job or work unit	<input checked="" type="checkbox"/>
Department-Wide: <u>Decisions made</u> may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input type="checkbox"/>
Multiple Departments: <u>Decisions</u> are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input type="checkbox"/>
Entire Organization: <u>Decisions</u> are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 JUDGMENTS / DECISION-MAKING EXAMPLES

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Example of Decision / Judgment (3-5 examples)	Job Title of Who Reviews (If Anyone)	Frequency
Determines and prioritizes work orders required for preventative and corrective maintenance; schedules and coordinates the daily work activities for the Field Service Technicians.	Field Services Manager	Daily
Determines safety requirements to accomplish work and recommends actions to improve safety.	Field Services Manager; Health, Safety, & Security Coordinator	Daily
Balance staffing with work load needs.	Field Services Manager	Daily
Ensures accurate flow and sampling data are collected for revenue billing and the Pretreatment Program. Identify flow data anomalies and/or non-representative wastewater samples and coordinate corrective repairs.	Field Services Manager, Billing Committee	Daily
QA/QC of lift station performance information. Identify anomalies and investigate for issues and recommend implement corrective action.	Field Services Manager	Daily
Evaluate internal and external lift station shutdown requests and assists in shutdown planning and coordination.	Field Services Manger	As Needed
Personnel challenges concerning safety, operating methods, vacations, call-ins, standby duties, etc.	Field Services Manager	As Needed
Respond to Emergency call-ins for NEW Water's conveyance system, lift and meter stations, and emergency/priority 1 Digger Hotline locate tickets.	Field Services Manager	As Needed
Respond to SSO events. Ensure events are properly controlled, contained, captured, documented, and oversee corrective repairs until system is restored to normal operation.	Field Services Manager, Director of Technical Services, and Executive Director	As Needed
Respond to inquiries/issues regarding Significant Industrial Users.	Pretreatment Coordinator, Field Services Manager	As Needed

SECTION 12..... PROBLEM SOLVING

Example of Problem (3-5 examples)	Resources Used
React to emergency or high priority conveyance system situations and direct work assignments required to accomplish work goals.	Input from Field Services Manager, Field Service Technicians, Operations, Maintenance, Mission and RACO software, and knowledge and O&M manuals.
Identify and troubleshoot lift stations and meter stations errors in operations and data collection and recommend and schedule corrective actions.	RACO and Mission software and Excel spreadsheets. Knowledge and O&M manuals of each site. Review of recent drawdown test documentation to verify pumping rates. Consult with Field Service Technicians, Field Services Manager, Maintenance, and Instrumentation Technology staff as needed.
Recommend lift station and metering station changes and upgrades to ensure maximized operational efficiency.	Text books, vendors & equipment manufacturers, knowledge, O&M manuals, record drawings, and historical data collected (RACO, Mission, Excel spreadsheets, CMMS records, etc.). Consult with Field Service Technicians, Field Services Manager, Maintenance, and Instrumentation Technology staff as needed.
Monitor and evaluate interceptor air space H2S monitoring data for abnormal and dangerous conditions.	Odalis units, Odalis software for data review. Consult with Field Service Technicians and Field Service Manager.
Respond to findings during Significant Industrial User (SIU) facility inspections or sampling.	Consult with Pretreatment Program Coordinator and SIU representatives to mutually resolve issues and arrange for additional sampling when required.

SECTION 13WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS		
Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Title/Description of Contact	Purpose of Contact	Frequency
Significant Industrial Users /Environmental contacts	Arrange SIU inspections, discuss compliance sampling issues and/or results of data. Assist with product substitutes and mitigation of detrimental effects that could harm the treatment facilities or interceptor system.	Weekly
Permitted hauled waste companies/owners	Administration of the Hauled Waste receiving station, testing and sampling of delivered loads and arrange for pumping of air vaults or wet wells, as needed	Weekly
Municipal and permitted customers representatives	H2S mitigation efforts, I/I issues, access to NEW Water manholes, coordinating work, questions, permits and mill shutdowns.	Weekly
Field Services Manager	Work and performance oversight, budgeting, purchasing, work orders, project assistance, monthly O&M invoicing, team involvement, coaching and performance meetings.	Daily
Pretreatment Coordinator	IPS sampling, SIU inspections and submittal of field reports, administration of hauled waste receiving stations, and questions about pretreatment program/industries/permit. Locate and report new SIU's.	Daily
Director of Technical Services	Provide timely sewer service information, technical guidance, review annual work performance and communicate performance evaluation.	As needed to annually
Health, Safety and Security Coordinator	Safety training, safety equipment, potential hazards, near miss reporting, functional safety training exercises and safety inspections of lift and metering station	Weekly
Interdepartmental (all other NEW Water Departments)	Coordinate and schedule service requests, work orders, repairs and service on equipment. Troubleshoot electrical hardware/software issues. Project support, contractor field work, manhole inspections, sewer and manhole rehabilitation, sub-basin flow monitoring program, mapping and GIS needs. Wastewater samples, Coordinate technical issues with software, computers and hardware. Emergency call-ins for lift/meter station alarms, interceptor system level alarms, Diggers Hotline field locates, mill metering issues, public complaints and weather related emergency events. Investigate wastewater anomalies. IPS invoicing, monthly mill O&M invoicing and fixed asset audit review.	Daily
Sewer haulers and contractors	Special loads needs, repair or reconstruct manhole structures, emergency events and site restoration	As needed
Equipment vendors	Search out new equipment, solicit demos, and recommend purchase of equipment such as portable flow meters, samplers, MH castings, H2Smitigation equipment underground locating equipment, and telemetry alarm equipment.	As needed

SECTION 14 SUPERVISION / MANAGEMENT AUTHORITY			
Action	Yes	No	Provides Input
Screen / Interview Applicants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hire / Promote Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Provide Written / Verbal Warnings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Suspend Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Prepare Work Schedules	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Coach Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Approve Time Off	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Develop / Implement Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Classification / Compensation Changes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Employees <u>Directly</u> Supervised	
# Employees	Job Title
0	N/A
Employees <u>Indirectly</u> Supervised	
# Employees	Job Title
0	N/A

SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS
 Refer to ErgoFactor Job Analysis for this position for details.
<S:\Safety\Blankenheim Project\Field Services\Field Services Technician.pdf>

SECTION 16ADDITIONAL COMMENTS

Personnel within this job description may be required to work weekends, holidays and may be scheduled for weekly "stand-by" for emergency call-in events that require immediate attention or corrective repair.

Must possess a high degree of safety awareness. Personnel are exposed to significant safety hazards such as frequently entering confined spaces, driving and working in and around traffic, entering industrial facilities that present various hazards and handling wastewater. Must pass medical clearance for confined space entry.

Must be able to clear security requirement for the Green Bay Austin Straubel International Airport.

As this position is included in the annual medical respiratory evaluation program, facial hair, beards, sideburns, etc., which extend into the facepiece-to-face fit area are not permitted. Mustaches or neatly trimmed goatees must be sufficiently short so as not to interfere with the overall function of the respirator.

THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.

JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.