

CALUMET CITY DEPARTMENT OF PUBLIC WORKS



Thaddeus M. Jones
Mayor, City of Calumet City

Deston Dorchack
Personnel Director

Deanne Jaffrey
Chief of Staff & City Administrator

Kevin Embrey
Commissioner of Public Works

OPEN POSITION WATER DEPARTMENT

JOB SUMMARY

This position is responsible for providing administrative and support services to the Water Department of Public Works for the City of Calumet City. Under general supervision within the Water Department, your role will be to assist management personnel in such activities including but not limited to: navigating the Sungard System, checking on water bill payments and pending payments, consumption of water use and notes in system for accounts; navigating the Sensus System, checking and retrieving readings, checking water use over the year down to hourly, and identifying accounts by device address or Smartpoint; checking on accounts from reports of zero consumption, stale meters, empty pipe, and alarms; checking and calling residents on high bills and continuous consumption; monitoring delinquencies of turn off's and turn on's from serviceman and water billing; updating worksheets on turn offs and turn ons; monitoring high water usage; calling residents from reports on usage and run reports for serviceman if appointment from Sensus or Sungard; keeping appointment schedule and dispatch serviceman on calls, turn offs and turn ons; updating yellow tag notices for non-registering meters and notification if no response or appointment set; monitoring back flow updates from BSI that may involve calling entity or dispatch serviceman for in person check; updating notifications to BSI of testing or changes needed to be made; updating BSI on test results or changes; keeping updates on forms used by department and ordered as needed (yellow and blue tags, work order sheets); cleaning bathroom and office area on a regular basis; conducting outreach to Calumet City residents via phone and door knocking according to provided weekly lists; and answering phones for customer service, answering questions or directing calls to appropriate departments, conducting follow-up calls.

APPLICANT QUALIFICATIONS

- Have knowledge of office and administrative management practices and procedures, including document and file management
- Proficient in computer, word processing and spreadsheet software and other standard office equipment
- Exceptional communication skills, both verbal and written
- Punctual with strong attendance record
- Excellent problem solving and resourcefulness skills
- Ability to manage a large and varied workload with changing and conflicting deadlines
- Proven organizational and time management skills and the ability to meet deadlines and handle time-sensitive matters

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- Ability to produce quality work under fluctuating workloads with minimal supervision
- Ability to establish and maintain effective working relationships with other personnel and the general public
- Ability to provide excellent customer service to both internal (departmental) and external customers
- Ability to work in a team environment and interact positively with a variety of people in different situations
- High School Diploma or equivalent required, Bachelor's degree preferred

Anyone interested in the posting, please contact **Kevin Embrey** at kembrey@calumetcity.org, **Deston Dorchack** at ddorchack@calumetcity.org or **Deanne Jaffrey** at djaffrey@calumetcity.org.