THE YORK WATER COMPANY
Job Description
JOB TITLE: Operations Services Coordinator

EXEMPT: No
DIVISION: G & A
DEPARTMENT: Distribution
LOCATION: Distribution Center
REPORTS TO: Assistant Supply Chain & Operations Services Manager

PREPARED BY: DATE:
APPROVED BY: DATE:

SUMMARY: The Operations Services Coordinator is responsible for assigned administrative and data entry responsibilities in an efficient and accurate manner in support of daily and long-term Operations activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Navigate and utilize the company's technology platforms for mobile dispatching information and work order processing including, but not limited to, Cayenta, IFS, MWM, and GIS.

2. Create, update, and close work orders related to operational and construction activities.

3. Dispatch Operations personnel in a timely and geographic-dependent manner in emergency response situations and as needed during daily operations.

4. Serve as a departmental subject matter expert (SME) by providing system training, troubleshooting assistance, documentation, and workflow support to employees.

5. Monitor and analyze operational data trends related to work orders, asset management, meter exchanges, backflow testing, customer service activities, and workforce utilization.

6. Identify, investigate, and resolve operational data discrepancies and workflow issues within ERP, mobile workforce management, and related systems.

7. Identify opportunities for improved operational efficiency and develop and implement recommendations based on data analysis and performance metrics.

8. Meet and/or exceed metrics related to meter exchanges and backflow testing.

9. Provide correspondence to customers including, but not limited to, meter exchanges, repairs, shut-off notices, service line issues, sewer lateral issues, taste and odor investigations.

10. Communicate, investigate, and respond to customer, internal, and external business partner inquiries; including, but not limited to, requests for asset locations, shut-off notices, meter inquiries, backflow testing, emergency response.

11. Apply for and obtain required permits for Operations activities in a timely and efficient manner while maintaining relationships with municipalities.

12. Ensure compliance with PUC regulations and Company specifications related to meter performance and exchange schedules, annual backflow testing requirements, customer postings, and estimated reading management.

13. Collaborate within Operations and cross-functionally to standardize business processes and maximize the effectiveness of work management systems.

14. Maintain documentation, electronic and physical, in accordance with industry requirements and company standards.

15. Uphold company safety standards and work with a “safety first” mentality in all situations.

16. Consistently demonstrate positive and professional behavior and communication with all internal and external business partners.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- A minimum of three years' experience with customer service, working within a work management system, GIS, or asset management systems, or other related experience; or equivalent combination of education and experience, with Associate's or Bachelor's degree preferred.

OTHER SKILLS AND ABILITIES:

- Efficiently and accurately use Microsoft Office programs, computer terminal, calculator, copier, facsimile machine, telephone, other standard office equipment, and the Company radio communication system.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid PA driver's license.

PHYSICAL DEMANDS:

- Ability to walk, sit, stand; occasionally required to stoop, kneel, crouch.
- Required to sit for extended periods of time.
- Required to talk, hear, and see. Vision requirements include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and differentiate between colors.
- Ability to ascend and descend stairs.
- Ability to commute to field operations.
- Occasional lifting of up to 25 lbs.
- Dexterity is mandatory as this job requires frequent use of hands and fingers, including keystrokes on computer and keyboard, and/or operation of tools.
- Ability to wear personal protective equipment (PPE) including gloves, safety glasses, hearing protection, respirators, and other required PPE.

WORK ENVIRONMENT:

- The position primarily works in an office environment, seated at a desk for extended periods of time.
- Frequent and ongoing interaction with other employees.
- The noise level in the work environment is usually moderate.
- Travel on public roadways between company facilities.
- May at times be exposed to chemicals and toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation.