

THE YORK WATER COMPANY
Job Description

JOB TITLE: Special Initiatives Intern

EXEMPT: Yes

DIVISION: G & A

DEPARTMENT: Distribution

LOCATION: Distribution Center

REPORTS TO: Director, Special
Initiatives

PREPARED BY: Human Resources

DATE: January 2024

APPROVED BY: VP-Operations

DATE: January 2024

- **SUMMARY:** As an intern at The York Water Company, you will have the opportunity to put your collegiate experiences and knowledge into action by working on medium to high impact projects by researching historic records, creating data discovery and analysis strategies, performing quality assurance (QA) of records, and working in the company's customer database and GIS environment. Throughout your time you will be exposed to our operations, participate in informational sessions, and collaborate with other professionals. You will be introduced to tools and resources that will help you grow both professionally and personally.

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

1. Review historical water system records and record pertinent information for compliance activities.
2. Analyze service line data and report compliance progress through dashboarding and data analysis.
3. Perform QA of service line data reported by employees and customers to assure data integrity.
4. Assist with customer database review and update activities.
5. Update company records, including but not limited to, Oracle and GIS.
6. Assist various departments with GIS-related office and field activities.
7. Communicate with other team members in order to provide support.
8. Handle all proprietary information in a confidential manner.
9. Maintain security of department equipment and Company files/information.
10. Strong customer service attitude and an ability to adapt to changing environment.

11. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company including employees.
12. Handle other duties as assigned.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

1. Working toward a BS in GIS, Cartography, Geography or similar course of study.

RELEVANT COMPUTER SKILLS:

1. Proficient in the use of Excel and data analysis.
2. Good understanding of ESRI GIS software (ArcGIS Pro, ArcGIS Online).
3. Some familiarity with GPS equipment and field data collection.
4. Ability to discuss project timelines and resources required to complete projects.
5. Able to troubleshoot and help resolve issues and/or offer recommendations .

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers and employees.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as area, ratios, and percentages. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram forms.

OTHER SKILLS and ABILITIES:

Efficiently and accurately use a calculator, copier, facsimile machine, telephone, computers, peripheral computer equipment and other standard office equipment.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear; and sit. The employee is frequently required to stand and

walk. The employee is occasionally required to stoop, kneel or crouch.

The employee must regularly lift and/or move up to 15 pounds and occasionally must lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. Typically works in an office setting. Regular working schedule is typically Monday through Friday 8:00 AM to 5:00 PM. Weekly schedule may be between 30 to 40 hours per week.