

Post Office Box 1679
Quincy, Florida 32353-1679
Quincy: (850) 627-7651



1640 West Jefferson Street
Quincy, Florida
32351-5679

WATER SERVICES COORDINATOR

Talquin Electric Cooperative, Inc. is seeking candidates for the position of Water Services Coordinator, located in Tallahassee, Florida. The requirements for the position are as follows:

Requires a high school diploma or its equivalent. An Associate's Degree is preferred. Requires three years of general office experience. Water and wastewater experience preferred. Must understand and communicate detailed information to the public with a high degree of effectiveness. Must possess and demonstrate the ability to meet the public professionally and tactfully at all times. Must be able to thoroughly understand and carry out the policies and procedures relating to the day-to-day operation of the water department conscientiously and effectively. Must project a service-oriented attitude. Must be able to demonstrate proficiency in Microsoft Office Software, including but not limited to Word and Excel. Intermediate or higher Excel experience is preferred. Must be able to learn multiple systems, including Customer Information System (CIS), Financial Information System (FIS), Outage Management System, Partner Maps, WIMS, and Rio. Perform after hours as needed. Requires a valid driver's license.

Must be able to pass Cooperative physical examination as well as pre-employment drug screen and background check. Must live at a primary residence located within a 30 minute drive, as determined solely by management, of any Talquin Electric office facility.

RESPONSIBILITIES:

- A. Perform duties in a safe, satisfactory, competent and timely manner.
- B. Receive and relay incoming phone calls properly.
- C. Type correspondence, forms, and reports with accuracy.
- D. Type routine correspondence from verbal instruction.
- E. Efficiently operate within Outage Management System, Partner Maps, WIMS, CIS, and FIS programs.
- F. Maintain office files and records in an organized manner.
- G. Schedule department meetings.
- H. Order, receive and distribute office supplies.
- I. Review jobs/projects and related invoices and forward to accounting.

- J. Support Lab Analyst as needed.
- K. Assist with phones and Member assistance on a daily basis, during outages and emergencies.
- L. Assist with the organization and process of pre and post-storm activities.
- M. Support Dispatch as needed for water and wastewater activities.
- N. Assist with review of policies and procedures to maintain relevancy and accuracy.
- O. Investigate and respond to member inquiries and complaints.
- P. Initiate, process, direct and coordinate tasks in an effective and timely manner that may include, but not limited to:
 - a. Service Orders
 - b. Cost estimates
 - c. Meal Tickets
 - d. Projects and Staking sheets
 - e. Vehicle mileage and equipment hours
- Q. Assure proper and timely completion of information for Federal, State, and Local agencies that may include, but not limited to:
 - a. Monthly operating reports for the public water and wastewater systems.
 - b. Precautionary boil water notices for affected members and applicable agencies.
 - c. Cross Connection Control Program
- R. Maintain work area in a neat and orderly manner.
- S. Perform other duties as assigned.

Talquin offers an excellent benefits package and a compensation structure commensurate with qualifications and representative of the market.

***An Equal Opportunity Employer
All replies are confidential.***

TALQUIN ELECTRIC COOPERATIVE, INC.
Quincy, Florida

POSITION DESCRIPTION

WATER SERVICES COORDINATOR

I. MANDATORY REQUIREMENTS & QUALIFICATIONS:

Requires a high school diploma or its equivalent. An Associates Degree is preferred. Requires three years of general office experience. Water and wastewater experience preferred. Must understand and communicate detailed information to the public with a high degree of effectiveness. Must possess and demonstrate the ability to meet the public professionally and tactfully at all times. Must be able to thoroughly understand and carry out the policies and procedures relating to the day-to-day operation of the water department conscientiously and effectively. Must project a service-oriented attitude. Must be able to demonstrate proficiency in Microsoft Office Software, including but not limited to Word and Excel. Intermediate or higher Excel experience is preferred. Must be able to learn multiple systems, including Customer Information System (CIS), Financial Information System (FIS), Outage Management System, Partner Maps, WIMS, and Rio. Perform afterhours as needed. Requires a valid driver's license.

Must be able to pass Cooperative physical examination as well as pre-employment drug screen and background check. Must live at a primary residence located within a 30 minute drive, as determined solely by management, of any Talquin Electric office facility.

II. PHYSICAL REQUIREMENTS:

Either with or without reasonable accommodation, must be able to sit, stand, stoop, kneel, use hands and fingers to operate equipment including keyboards, computers, etc. Must be able to work seated or standing, as appropriate, at desk and counter height positions for extended periods of time. Must be able to lift and move supplies, equipment, etc. up to 15 pounds. Must be able to lift supplies, documents, records, etc. and place in proper storage compartments, some of which are overhead. Must be able to talk and hear at conversational levels. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

III. OBJECTIVE:

- A. To facilitate and maintain an efficient workflow for water and wastewater's daily activities and projects.
- B. To improve productivity and maintain good working relations with other employees, Members and general public.
- C. To knowledgably communicate water and wastewater information to render the best possible service to the Members of the Cooperative.

IV. RESPONSIBILITIES:

- A. Perform duties in a safe, satisfactory, competent and timely manner.
- B. Receive and relay incoming phone calls properly.
- C. Type correspondence, forms, and reports with accuracy.
- D. Type routine correspondence from verbal instruction.
- E. Efficiently operate within Outage Management System, Partner Maps, WIMS, CIS, and FIS programs.
- F. Maintain office files and records in an organized manner.
- G. Schedule department meetings.
- H. Order, receive and distribute office supplies.
- I. Review jobs/projects and related invoices and forward to accounting.
- J. Support Lab Analyst as needed.
- K. Assist with phones and Member assistance on a daily basis, during outages and emergencies.
- L. Assist with the organization and process of pre and post-storm activities.
- M. Support Dispatch as needed for water and wastewater activities.
- N. Assist with review of policies and procedures to maintain relevancy and accuracy.
- O. Investigate and respond to member inquiries and complaints.
- P. Initiate, process, direct and coordinate tasks in an effective and timely manner that may include, but not limited to:
 - a. Service Orders
 - b. Cost estimates
 - c. Meal Tickets
 - d. Projects and Staking sheets
 - e. Vehicle mileage and equipment hours
- Q. Assure proper and timely completion of information for Federal, State, and Local agencies that may include, but not limited to:
 - a. Monthly operating reports for the public water and wastewater systems.
 - b. Precautionary boil water notices for affected members and applicable agencies.
 - c. Cross Connection Control Program
- R. Maintain work area in a neat and orderly manner.

S. Perform other duties as assigned.

V. RELATIONSHIPS:

A. Reports to: Water Services Project Manager

B. Directs: None

C. Coordinates and Cooperates with:

1. Supervisors - Maintain effective working relationships to meet work assignments.
2. Cooperative Personnel - Maintain best possible working relationship.
3. General Public - Members and other organizations in a manner that enhances the goodwill of the Cooperative.

VI. AUTHORITY AND ACCOUNTABILITY:

A. The Water Services Coordinator is responsible to the Water Services Project Manager or their designee to perform the responsibilities within the scope of this position, as required.

B. The Water Services Coordinator shall be accountable to the Water Services Project Manager or their designee for the efficient performance of these duties.

C. The Water Services Coordinator shall secure the approval of the Water Services Project Manager in making decisions when policies are unclear, inadequate or require interpretation.