

DRAINAGE SUPPORT COORDINATOR

PURPOSE AND NATURE OF WORK

Position is responsible for providing support services to Capital Improvement's Department, Drainage Department and Traffic, Roads and Bridges Department which includes dispatching, clerical/administrative, emergency and special projects coordination as well as small equipment maintenance, issuance and storage. Purpose of work is to ensure drainage, streets, facilities and vehicle maintenance activities are facilitated by coordination, communications and administrative services as well as prompt response to problems reported by citizens, maintaining good relations with them and property owners. Position reports to the Director of Drainage and has supervisory responsibilities for a moderate staff engaged in dispatching, warehousing/maintenance and clerical work, including account requisitions and payment processing.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Prepares and administers service request and work order program whose objective is prompt, effective and courteous response to citizens' requests. Supervises dispatchers, some at remote locations, and clerical staff engaged in preparing time sheets, purchase orders, correspondence, files and related matters. Maintains, through small equipment mechanic, an inventory of hand and power tools, supervises their maintenance, repair, issue, storage and related record keeping.

Incumbent is subject to 24-hour call, and organizes, staff and supervises dispatch center in emergencies, hurricanes, floods and related. Coordinates departmental response to special events such as Mardi Gras; supervises and coordinates special projects.

Oversees, maintains and monitors the City Works Software database for the Drainage Department, Capital Improvement's Department and Traffic, Roads and Bridges Department service requests and work orders. Responsible for troubleshooting computer hardware and software issues as well as the procurement of department computer software and hardware needs (new and replacement desktops, laptops, printers and copiers). Serves as the IT liaison for area. Handles the 800 MGHZ Radio Communications System inventory and replacements as well as the inventory of cellular and smart phones for department.

Plans, schedules and assigns work of support staff, approves invoices and time sheets, and handles difficult customer relations situations. Generates the On-Call Rotational list and monitors the After Hours Answering Service calls. Updates the Emergency Phone Number Call List for related Departments. Supports the work of the dispatchers by visiting complaint sites, offering assistance, facilitating services, monitoring response. Responsible for the coordination of all FEMA operations and documentation for all qualifying emergency events. May train and serve as dispatcher and provide assistance to them. Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of the Capital Improvements, Drainage and Traffic, Roads and Bridges organizations, services provided, priorities, support services and customer relations.

Knowledge of street and drainage system, facilities locations, maintenance requirements and characteristics as required.

Knowledge of Public Bid contract procedures, the general requirements for such contracts, methods of processing payments, and related matters.

Knowledge of policies, procedures, account numbers, budget process and related as required to provide support services in these areas.

Ability to establish and maintain effective working relationships with property owners, customers, contractors, crews, dispatchers, engineering staff, other city-parish departments and/or other agencies.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from high school supplemented by formal training in civil engineering technology, and considerable working experience in support services such as dispatching, departmental administration, service contract administration; or an equivalent combination of training and experience.