

NEW CASTLE COUNTY GOVERNMENT

Number 0216

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Date 06/18/12

CLASS SPECIFICATION

Title: SANITARY SEWER INFORMATION SPECIALIST

Approved:

Valencia D. Seitz

GENERAL STATEMENT OF DUTIES: Coordinates technical customer services work relating to the County's Sanitary Sewer System availability; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class handles the processing and reporting of technical customer service inquiries related to sanitary sewer availability; researches available sewer infrastructure including coordinating sewer laterals search, evaluating sewer capacity and processing sanitary sewer agreements for individual residential and commercial buildings. An employee in this class is responsible for reviewing, processing and managing the Miss Utility designer ticket program; the work is performed under the general supervision of the Sewer Management Engineer.

EXAMPLES OF WORK: (Illustrative only)

- Receives and responds to public inquiries referencing sanitary sewer availability and/or capacity;
- Processes Freedom of Information Act requests (FOIA) or similar requests for sanitary sewer plans and related documentation;
- Prepares sanitary sewer agreements and/or waivers for individual residential and commercial parcels;
- Coordinates lateral searches for individual residential and commercial parcels;
- Assists Department staff and public by researching digital documentation archives, computerized maintenance management systems or other information systems;
- Initiates and processes information requested through Miss Utility design tickets;
- Coordinates connection of residential customers to the New Castle County Sewer upon completion of septic elimination projects, including establishing related technical connection requirements, processing notification letters and sewer agreements;
- Issues sewer payment verification letters to municipalities concerning projects in which New Castle County Land Use is not involved in issuing building permits;
- Makes periodic reports and special reports when required;
- Assists engineers and other Department staff with special projects when required;
- Makes graphic representation of a variety of land features on maps using GIS-based software;
- Researches complex titles to find property owners and chain of title;
- Reviews exploratory plans, deeds and other documents to determine compliance with accepted Department requirements;

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Valencia H. Bejfy

- Provides sanitary sewer maps to Department personnel and the public through the FOIA process or as required;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer, plotters, specialized copiers and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of customer service protocol and etiquette; some knowledge of modern principles and procedures of civil or mechanical engineering as applied to the planning and operation of a sanitary sewer system; some knowledge of surveying and civil engineering principles; ability to read and interpret engineering design plans; ability to reason logically and draw valid conclusions; ability to develop effective solutions to problems; ability to communicate courteously and effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS: Possession of an Associates Degree from an accredited college or university with major course work in civil engineering or related field, and at least three (3) years of experience providing technical geographic information systems (GIS) customer service in a professional office environment; or an equivalent combination of education, experience or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:
Established: 06/18/12