

WATER BUSINESS OPERATIONS MANAGER

Recruitment #2005-5159-001

List Type	Original
Requesting Department	DPW-WATER-BUSINESS
Open Date	7/2/2020 3:30:00 PM
Filing Deadline	7/24/2020 11:59:00 PM
HR Analyst	Jeff Harvey

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

PURPOSE

The Water Business Operations Manager provides operational direction to the Water Business Section, ensuring alignment with the goals and objectives of the Milwaukee Water Works (MWW).

ESSENTIAL FUNCTIONS

- Manage the MWW/DPW contracts system by securing cost effective and timely services in compliance with DPW and City of Milwaukee requirements.
- Manage the MWW procurement process, ensuring timely purchases in order to meet the needs of the utility. Process necessary paperwork, monitor progress and provide updates to managers.
- Monitor service order and contract costs to stay within budget and to meet deadlines.
- Manage MWW damage claims by supervising the Water Claims Specialist, ensuring that investigations are thorough, factual, and complete. Initiate process improvement to reduce claim potential. Attend Common Council committee meetings with the Water Claims Specialist on complicated claims.
- Work with Business Section managers to hire employees, conduct performance reviews and coordinate the completion of documentation required for personnel changes.
- Provide resources to supervisors and managers for enQuesta (i.e the customer service software system), assuring continuity of operation; investigate anomalies, resolve issues, and document results. Request and facilitate modifications to the system to enhance functionality and efficiency.
- Manage the utility's Cross Connection Control Program. Work with the Department of Neighborhood Services (DNS) to ensure compliance with Department of Natural Resources (DNR) and City requirements for number of inspections, timeliness, and reporting.
- Maintain the MWW Rules and Regulations with detailed reviews and updates. Coordinate with Engineering, Distribution, and DNS Plumbing Inspection for accurate updates. Issue updates and coordinate outreach for public and plumbers.
- Provide support to the State of Wisconsin Public Service Commission (PSC) complaint process and respond to complaints in the absence of the Customer Service Manager.
- Complete or support special initiatives or projects outlined by MWW leadership.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Bachelor's degree in accounting, business administration, public administration or a closely related field from an accredited college or university.
2. Five years of business operations management experience performing duties related to the essential functions of this position.
3. Valid driver's license at time of appointment and throughout employment. *An Automobile allowance is provided.*

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

DESIRABLE QUALIFICATIONS

- Master's degree in business or public administration from an accredited college or university.
- Experience with contracts, purchasing, and bidding processes including requests for proposals (RFPs).

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of contract and procurement processes and procedures.
- Knowledge and understanding of the steps related to City contracts, bidding, and RFPs.
- Knowledge of business administration concepts and best practices.
- Strong analytical, research, and project management skills.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to utilize standard computer software and programs such as word processing, spreadsheet and databases to create documents and prepare reports.
- Ability to utilize PeopleSoft's Financial Management Information System (FMIS) and Human Resources Management System (HRMS).
- Ability to work independently while supporting and mentoring staff members.
- Ability to work effectively under pressure while handling multiple tasks.
- Ability to work effectively in a diverse, collaborative, team-oriented environment.
- Ability to work effectively with all levels of employees, management, consultants, elected officials, and the public.
- Ability to maintain complete confidentiality; demonstrate honest, ethical behavior and use of sound judgement.
- Proficient oral and written communication skills, including ability to clearly present information to elected officials.
- Attention to detail. Professionalism, dependability, integrity and a positive team-oriented attitude.
- Ability to effectively lead, develop and provide guidance to staff members.
- Ability to foster employee career development.
- Ability to encourage positive cross-departmental operations.
- Ability to create and develop a diverse work team in which all members can reach their potential.

CURRENT SALARY

The current salary range (1GX) is \$66,435-\$93,010 annually, and the resident incentive salary range for City of Milwaukee residents is \$68,428-\$95,800. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

BENEFITS

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE - The examination will be held as soon as practical after the deadline listed above. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

APPLICATION INSTRUCTIONS

- APPLICATIONS and further information may be accessed by visiting www.jobaps.com/MIL.
- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.