

EDMONTON

Stormwater Utility Coordinator (Methods Analyst I)

Job Number: 14845

This posting is for one temporary full-time position that may continue for 11 months in duration

Are you looking for a challenging role where you could make a difference through your analytical and customer services skills? City of Edmonton is offering you this exciting opportunity!

Reporting to the Supervisor of Stormwater Utility in Public Services this position closely works with the public, developers, and other City Departments by telephone, counter service, and memorandums to process requests for Stormwater Utility, Local Improvements and the Backwater Valve Reimbursement program. The successful applicant is responsible to maintain a high level of commitment to provide excellent customer service and ensure all inquiries are dealt with promptly and in a professional manner.

As a member of the Public Services team in Drainage Services you will be responsible to:

- Create and enter all new Stormwater Utility account information in the Utility Information System (UIS)
- Allocate Stormwater Utility charges in accordance with utility policies and procedures
- Determine the most effective method of implementing utility charges or program fees and evaluate project results
- Coordinate, develop and prepare reports and presentations for the Public Services area
- Provide information and advice to customers and respond to Councillor and management inquiries
- Prepare instruction manuals, develop work procedures and policies for Stormwater Utility, flood proofing, and Local Improvements
- Provide Local Improvement information for inquires, prepare documents for new projects and apply tax roll assessments
- Provide Backwater Valve Reimbursement program information to customers and process reimbursements

Qualifications:

- University Degree in Computer Systems, Business Administration or Engineering
- Minimum of 2 years experience including dealing with the public, database concepts and business data processing relative to utility service records
- Knowledge of Department and civic policies and processes related to the Stormwater Utility and Local Improvements
- Knowledge of operating systems, basic accounting and engineering principles related to Stormwater Utility charges and service records
- Must have experience using computer and software applications such as Excel, PowerPoint, Word, and Access
- Ability to analyze data, prepare and present technical presentations and reports
- Ability to make independent decisions, manage conflict, multi-task, and to manage time effectively
- Highly developed communication skills (oral and written) are essential
- Valid Alberta Class 5 Motor Vehicle license or operators licensing equivalent recognized by the Operator Licensing and Vehicle Control Regulation, Alta. Reg. 320/2002

Developmental Level: University graduation in Computer Systems, Business Administration or Engineering

Hours of Work: 33.75 hours per week, Monday - Friday. Hours of work may be subject to the terms and conditions of a variable hours of work program.

Salary Range: 21M, Salary Grade: 022, \$34.038 - \$42.526 (Hourly). **Opportunity Concept Range:** 21A, Salary Grade: 010, \$25.842 - \$32.370 (Hourly). The rates quoted are in accordance with a collective agreement between the Union and the City of Edmonton.

General:

- Applicants may be tested
- Civic Service Union 52 members are asked to send a copy of their application to the union office
- The City of Edmonton thanks applicants for their interest in this opportunity. Candidates considered for the position will be contacted
- We are an equal opportunity employer. We welcome diversity and encourage applications from all qualified individuals

The Province of Alberta is a party to the federal Agreement on Internal Trade, the Trade, Investment and Labour Mobility Agreement with British Columbia, and the New West Partnership with British Columbia and Saskatchewan. All of these agreements promote labour mobility between the provinces. Applicants may obtain information regarding recognition of extraprovincial credentials at <http://www.newwestpartnershiptrade.ca/>

Recruitment Consultant: IA/MG

Classification Title: Methods Analyst I

Posting Date: October 25, 2013

Closing Date - 11:00 p.m. MST on: November 12, 2013

Number of Openings (up to): 1 - Temporary Full-time

Union: CSU 52

Department: Development Services (Financial Services and Utilities)

Work Location(s): Century Place, 5th Floor, 9803 - 102A Avenue Edmonton T5J 3A3



Want to apply? Need more details? Visit www.edmonton.ca/careers

Use our easy online system to complete all application requirements immediately and efficiently.

Applicants applying by fax (780)496-8063 or by mail/drop-off at the Employment Centre, Main Floor, City Hall, #1 Sir Winston Churchill Square, Edmonton, AB T5J 2R7, will be forwarded necessary application documents.