

UTILITIES DEPARTMENT

Mission

To provide safe drinking water and safe treatment and disposal of wastewater through an effective utility system, reflecting responsible environmental stewardship resulting in 100% customer satisfaction.

Core Services

- Water Treatment
- Water Distribution
- Wastewater Collection
- Wastewater Treatment and Disposal
- Geographic Information System

Volunteer Opportunities

- **Accountant**
 - Duties: Assist with budget preparation; Analyze information to project future revenues and expenses; Assist with the preparation of financial analysis, break even analysis and forecasting.
 - Qualifications: Degree in Accounting with knowledge and work experience in governmental or utility accounting.
- **Advocate: Customer Relations**
 - Duties: Promote “Get Connected” campaign by making physical contact via door-to-door/direct sales; Identify prospective customers using database and mapping tools; Answer residents' questions about utilities, water quality, prices, availability, and payment options; Assist residents in obtaining plumber quotes and services for new connections.
 - Qualifications: Knowledge of principles and processes for providing customer-centered services; Knowledge of quality standards for services and evaluation of customer satisfaction; Knowledge of principles and methods for showing, promoting, and selling products or services; Computer skills to include Microsoft Office preferred.
- **Advocate: Regulatory**
 - Duties: Review regulatory agencies and statutes for changes that would affect the Utilities Department; Devise strategies to respond to anticipated new regulations; Liaison with regulators, deal and communicate regulatory policies; Keep updated on current law.
 - Qualifications: Excellent oral and written communication skills; Knowledge and experience with regulatory agencies; Basic computer skills along with Microsoft Office are required; A background in the Utilities industry or Florida Law is preferred.
- **Clerk: Records**
 - Duties: Receive and review documents; File and/or scan documents into Laserfiche software; Maintain filing system; Prepare records for transfer to off-site storage.
 - Qualifications: Ability to use various computer programs.

- **Clerk: Stock**
 - Duties: Receive and distribute stock; Maintain warehouse and outside stock area.
 - Qualifications: Physically able to lift heavy objects and work in areas without air conditioning for extended periods.
- **Data Analyst: Process Engineering**
 - Duties: Review the operation processes at the two wastewater plants as well as the three water plants; Come up with suggestions on how to improve current processes; Also research alternative solutions to current processes; An emphasis should be put on energy/time savings as well as cost benefit analysis.
 - Qualifications: Degree in Engineering with a background in water and/or wastewater plant processes.
- **Data Entry: GIS**
 - Duties: Use ArcGIS to populate attribute information for existing meters, valves, hydrants, and lift stations; Assistance in using ArcGIS will be provided.
 - Qualifications: Knowledge of basic computer applications; Knowledge of water/waste water utilities is preferred; Knowledge of spatial concepts preferred.
- **Data Entry: Office**
 - Duties: Receive and review documents; Input pertinent information into computer; Answer telephone; Maintain files; Route incoming mail.
 - Qualifications: Ability to use various computer programs.
- **Events: Customer Service Booth**
 - Duties: Represent the Utilities Department in service to the community; Make direct contact with potential and existing customers; Answer residents' questions about utilities; Provide guidance and education of utilities to the public.
 - Qualifications: Customer service experience; Effective speaking skills; Familiar with Utilities products and services.
- **Grants: Research/Write**
 - Duties: Search for grant opportunities; Apply for grant funding; Monitor projects for compliance with grant agency rules; Close out projects with grant agency.
 - Qualifications: Excellent oral and written communication skills; Knowledge and experience of grants.
- **Graphic Arts/Design: Videographer**
 - Duties: Film, edit and produce informational videos; Assist in designing and creation of brochures, flyers, newsletters.
 - Qualifications: Technical editing and video production skills; Creative with strong oral and written communication skills; Experience in layout and design; Attention to detail.
- **Intern - Collections**
 - Duties: In-service training position to lead to a possible full time entry level position; Assist skilled employees in laying sewer lines, cleaning and televising sewer lines; Building and repairing manholes and inlets; Perform related work as required.
 - Qualifications: Possession of a valid Florida driver's license and an acceptable driving record; Completion of 11th grade and enrollment in a cooperative education program; Ability to perform strenuous and/or repetitive physical tasks; Ability to work outside in Florida weather; Ability to make routine math calculations and tabulations.

- **Intern - Distribution**

- Duties: In-service training position to lead to a possible full time entry level position; Assist skilled employees in repairing water mains, installing and repairing water services, hydrants, and valves; Perform related work as required.
- Qualifications: Possession of a valid Florida driver's license and an acceptable driving record; Completion of 11th grade and enrollment in a cooperative education program; Ability to perform strenuous and/or repetitive physical tasks; Ability to work outside in Florida weather; Ability to make routine math calculations and tabulations.

- **Intern - Water Treatment/Wastewater Treatment**

- Duties: Assist with the treatment and operation of the water and waste water plants; Minimum 10 hours per week with a goal of 2080 hours of on the job training and experience to obtain Florida Department of Environmental Protection (FDEP) "C" level license.
- Qualifications: Familiar with Laboratory operations; Ability to work in a commercial/industrial environment; Math and comprehension skills a plus; Computer and data entry knowledge.

- **Laboratory Assistant**

- Duties: Assist Lab personnel in the gathering of required monthly water distribution samples.
- Qualifications: Knowledge and experience with working in a laboratory environment; Ability to read and interpret water sample plan and standard operating procedures; Computer data entry skills; Excellent communication skills with customer service experience.

- **Maintenance: Landscape**

- Duties: Upkeep of facility grounds located throughout the Utilities Department; Mowing of facilities; Repair irrigation system as needed; Trim/edge/weed as needed; Trim/upkeep surrounding shrubbery.
- Qualifications: Knowledge of grounds-keeping equipment (mowers, trimmers, edgers, chainsaws, and grounds-keeping hand tools).

- **Outreach: Conservation**

- Duties: Research, produce, and deliver presentations about water conservation to public (i.e., civic groups, schools, HOAs); Conduct and/or schedule workshops about water conservation; Assist with improving and implementing innovative water conservation programs (i.e., xeriscape, showerhead exchange program, toilet rebate program).
- Qualifications: Excellent oral and written communication skills; Ability to develop PowerPoint presentations; Organized and detail oriented; Knowledge of water conservation desirable

- **Public Information Liaison**

- Duties: Efficiently distribute communications/door hangers to a targeted group of individuals throughout the City regarding construction projects, precautionary boil water notices and other important Utilities information.
- Qualifications: Ability to continuously walk for 2-3 hours; Ability to read a map; good sense of direction is helpful.

- **Tour Guide: Facilities**

- Duties: Coordinate scheduling of Utilities-facilities tours; Conduct informative tours at various educational levels to groups interested in the treatment process; Work with Utilities Operators to develop tour routes to ensure the most safe environment for visitors.
- Qualifications: Ability and willingness to learn about the water & wastewater treatment processes; Excellent oral communication skills; Ability to manage and direct large groups of people; Organizational and scheduling abilities desirable.