



GUAM WATERWORKS AUTHORITY

ATURIDÁT KINALAMTEN HÂNOM GUÂHAN

Gloria B. Nelson Public Service Building | 688 Route 15 Mangilao, Guam 96913
P.O. Box 3010 Hagåtña, Guam 96932
Tel. No. (671) 300-6846/48 Fax No. (671) 648-3290

P E T I T I O N

The General Manager of Guam Waterworks Authority (GWA) hereby petitions the Consolidated Commission on Utilities (CCU) to amend the Trouble Dispatcher Supervisor job classification standard pursuant to 4 G.C.A. § 6303(e)(2)(B) and to amend the position title as follows:

Water Communications Dispatcher Supervisor

For more information, please visit GWA's website at www.guamwaterworks.org/careers/petition or you may contact the Human Resources Division at (671) 300-6073/6852.

MIGUEL C. BORDALLO, P.E.
GENERAL MANAGER



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Justification for the new position:

The Trouble Dispatcher Supervisor position was created on March 25, 2008, by the Consolidated Commission on Utilities (CCU) Resolution No. 11-FY2008. The position's primary responsibility was to supervise and dispatch crews for emergency and related repairs to the water and wastewater systems. The position required a U.S. EPA Level II Operator Certification in water distribution or wastewater collection.

Since the Trouble Dispatcher Supervisor position was created, GWA has established the Water Systems Control Center specifically for systems status monitoring and control coordination, and has staffed the WSCC with certified Operators at Levels I through IV who supervise and communicate emergency repairs and system adjustments with field operational staff. The Trouble Dispatch function remains an integral part of this operation, but is now focused on intake of customer service calls and complaints, and coordination with WSCC operators.

The Dispatch Supervisor is needed to supervise and oversee Trouble Dispatch staff, and handle public communications and notices related to service disruptions, however, GWA has not been able to recruit any applicants possessing a Level II Operator Certification. Several Dispatcher Supervisor positions were reviewed from water utilities located in the United States and most position classifications do not require any Operator Certifications. By amending the position classification duties to remove the Level II Operator Certification requirement, GWA anticipates being able to successfully recruit applicants with leadership skills and dispatching experience.

It is necessary to amend the position classification specification to reflect current duties and responsibilities of a dispatcher supervisor without a Level II Operator Certification.

The amended position classification specification standard and salary range is based on the 20th market percentile, 2017 market data.

Analysis of similarities and differences between the positions to be created and the positions listed pursuant to 4GCA §4101.1:

The amendment to the GWA Trouble Dispatcher Supervisor position updates the qualification requirements, eliminating the requirement of a Level II Water Distribution or Wastewater Collection Operator's Certification. This amendment also adds the requirements for tracking and quality assurance of information reported to dispatch and the use of Geographic Information Mapping and Automatic Vehicle Location systems for efficient timely resolution of system irregularities.

Proposed Job Standard:

See attached



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Compensation:

The minimum and maximum salary range is based on the 2017 GWA compensation study using salaries based on the 20^h market percentile; for classified, Certified, Technical and Professional positions and comparable with other US jurisdictions and/or the American Waterworks Association (AWWA) salary surveys as follows:

Benchmark Position	20 th Market Percentile (2017 Market Data – 5 Sub-Steps)										
	Structural Adjustment- MIN						Structural Adjustment- MIN				
	JE Points	Base Salary	Hourly	Grade	Step	Sub-Step	Base Salary	Hourly	Grade	Step	Sub-Step
Water Communications Dispatcher Supervisor	788	\$59,095.00	\$28.41	K	5	B	\$61,495.00	\$29.57	K	6	B

Fiscal note as required by 2GCA §9101 et seq.:

GWA certifies that this position is budgeted, and that funding is available from GWA revenues for the recruitment and retention of the amended certified, technical and professional position. The funding of this position does not have an impact on the government of Guam General Fund.

MIGUEL C. BORDALLO, P.E.
GENERAL MANAGER



GUAM WATERWORKS AUTHORITY

WATER COMMUNICATIONS DISPATCHER SUPERVISOR

NATURE OF WORK IN THE CLASS:

Under general supervision, this position supervises, plans, and directs the day-to-day operations and staff involved in receiving emergency calls related to water and/or wastewater infrastructure and customer issues and dispatches personnel in an efficient and timely matter.

ILLUSTRATIVE EXAMPLES OF WORK:

(Classification specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the position, as illustrated in the position description questionnaire).

- Supervises communication between customers, field crews and management for water main breaks, sewer backups, and other irregularities within the water/wastewater and other pertinent details;
- Locates trouble spots on village maps; utilizes radio or cellular communication services to contact the geographically appropriate repair crew; by obtaining and interpreting blueprints, plans of the affected area; reads maps to repair crews to inform them of valve location and size of the water lines, etc.
- Receives, relays, and/or transmits routine and emergency calls to Operations and Maintenance crews;
- Responsible to ensure tracking and quality assurance of information including radio transmission logs, telephone call logs, and other pertinent information and facts input into database system(s) to generate analytical reports.
- Maintains incident reports of complaints.
- Direct, supervise, train, and evaluate subordinates.
- Interacts with internal and external customers to meet service and information needs and resolve complaints. Working in conjunction with the call center and field personnel is accountable for managing customer commitments through outbound communication of information. Coordinates notification of reportable incidents to internal and external customers and stakeholders as appropriate.
- Dispatches and assigns tasks to field crews utilizing work order systems and Automatic Vehicle Location (AVL) systems to efficiently route emergency response crews.
- Utilizes Geographic Information Mapping (GIS) systems, researches and updates the asset management system, creates and assigns emergency response and non-emergency work orders for field crews, and provides detailed information to management, field personnel, engineering consultants, and other agencies/departments.

KNOWLEDGE, ABILITIES, AND SKILLS

- Knowledge of Guam Waterworks Authority's Policies and Procedures.
- Knowledge of office practices, procedures and related equipment



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WATER COMMUNICATIONS DISPATCHER SUPERVISOR

- Knowledge of management and/or modern public administration principles, practices, and techniques,
- Knowledge of Customer Information System (CIS) or other computerized dispatch/customer-related systems
- Knowledge of a Geographic Information System (GIS) for mapping; and ability to establish priorities and organize work in order to meet established division guidelines.
- Ability to utilize the Supervisory Control and Data Acquisition (SCADA) System.
- Ability to communicate effectively verbally and in writing
- Ability to work independently and to maintain confidentiality
- Skills in organizing, compiling, and recording information.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING

A) Associate's degree in Water and/or Environmental Technology and three (3) years of experience in dispatching of water/wastewater systems; **or**

B) Five years of experience in dispatching and/or communications systems.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS

May require the possession of a valid Guam Driver's license

ESTABLISHED: MARCH 2008

AMENDED: SEPTEMBER 2023

JE POINTS: 788

FLSA STATUS: EXEMPT

This standard revises and supersedes the standard established in March 2008.

JOSEPH T. DUENAS, Chairman