



Job Description: Repairs Coordinator Assistant
Classification: Management and Operations

*Last Updated 08.27.2024

The Repairs Coordinator Assistant reports to the Repairs Coordinator. This position has a flex schedule dependent on workload and hours which may vary as needed to meet weekly workload demand. Flex schedules shall not exceed 40 hours per week unless authorized by the Operations Supervisor. Standard duties include oversight, planning, coordinating and monitoring repairs to water systems. This position is self-motivated, and task orientated. Must be able to complete a wide variety of duties and accommodate potential priority issues that may arise.

A diligent level of communication with the Repairs Coordinator and Operations Supervisor and other staff is imperative to ensure that water systems are kept in high standing compliance with state and local health jurisdictions.

Position requirements and conditions of employment include but not limited to:

- Valid Washington State Driver's License, including the ability to be insured by NWS for driving purposes. Driving abstract required at the time of employment and may be requested by employer at any point thereafter. Any incident affecting a driver's abstract shall be reported to their supervisor within 24 hours. NWS maintains the right to request any employee to take and pass a DOT drug screen for any reason at any time
- Ability to lift a minimum of 75 pounds
- Self-motivated and thrives under pressure
- Exceptional customer service skills and the ability to maintain professionalism
- Strong communication skills including phone, text and email
- Proficient with computer programs such as Microsoft Office (excel, word), Intuit and others as used by NWS
- Ability to read and understand mapping, system layout and operations by means of SWSMP Engineering documents, or technical documents
- Promptly and professionally answer inbound calls & emails from POC's and residents about active issues and out of waters
- Strong organizational and multitasking abilities
- Comfortable working in a fluid and adaptable work environment with a wide range of personalities
- Assist with outreach to POC's regarding repairs needed and their approval
- Responsible for scheduling repairs and conduct follow-up calls / emails
- Maintain Repair technicians weekly / monthly scheduling
- Communicate with department staff project updates, status and issues
- Other duties as assigned

