CUSTOMER CARE ASSISTANT

Summary
Customer Care Assistants provide professional and courteous customer assistance to the public related to water and sewer services, fees and billing.

Minimum Education and Experience
High School Diploma or GED, plus two (2) years of call center, records and billing experience or related customer service experience.

The following Work Key Scores are preferred: Applied Math (3) Reading for Information (4) or Workplace Documents (4) Graphic Literacy (4) or Locating Information (4) Experience such as described in the job description may substitute for education on a year for year basis.

Position Requirements
- Must have Passed the New Mexico Department of Workforce Solutions Typing Test at 25 Words Per Minute
- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management

Preferred
- Bilingual Skills

Salary Range
$14.35 – $14.35 Hourly
REQ-0000000183

CUSTOMER SERVICE SUPERVISOR

Department: Customer Services & Billing  
Posted on: September 25, 2020  
Closing on: October 12, 2020  
Location: Civic Plaza

Summary
Supervise Customer Service staff and activities within the Water Authority to include customer billing and collections.

Minimum Education and Experience
Bachelor's degree with major course work in Business Administration or a related field, plus three (3) years of servicing customer accounts or billing experience to include one (1) year of supervisory or technical lead experience in an administrative capacity.

Experience such as described in the job description may substitute for education on a year for year basis.

Position Requirements
- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management

Salary Range
$24.07 – $28.76 Hourly
WATER QUALITY LABORATORY/ANALYST

Department: Laboratory
Posted on: September 25, 2020
Closing on: October 12, 2020
Location: 2nd Street

Summary
Collect, perform, analyze and report results of wastewater/water sample tests including chemical, physical and microbiological water quality tests. Perform a variety of scientific and support tasks related to assigned areas of responsibility.

Minimum Education and Experience
Bachelor's degree with major course work in Physical or Life Science, Chemistry, Microbiology, Biology or a related field, plus three (3) years of laboratory analysis experience.

Position Requirements
- Must obtain a NM Wastewater Laboratory Technician Level III Certification within six (6) months
- Must Possess a New Mexico Water III Certificate if Assigned to the Process Laboratory at Surface Water Treatment Plant
- Achieve and Maintain All Demonstrations of Capabilities as Required By Laboratory Policy
- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management

Salary Range
$24.07 – $28.76 Hourly
REQ-0000000179

CONSTRUCTION INSPECTION SUPERVISOR

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<td>September 25, 2020</td>
<td>October 12, 2020</td>
<td>Compass Bank</td>
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**Summary**

Supervise, assign, plan and evaluate staff engaged in construction inspection activities and operations including contract, specification and ordinance enforcement.

**Minimum Education and Experience**

Associate's degree from an accredited college or university in Construction or Building Trades, Engineering or a related field, plus five (5) years experience in engineering and/or building and construction, inspection, code compliance or related experience to include one (1) year of supervisory or technical lead experience in an administrative capacity.

Experience such as described in the job description may substitute for education on a year for year basis.

**Position Requirements**

- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management

**Salary Range**

$24.07 – $28.76 Hourly
APPLICATIONS SUPERVISOR

Department: Information Technology
Posted on: September 25, 2020
Closing on: October 12, 2020
Location: Compass Bank

Summary
Supervises, organizes and coordinates the daily operations and staff in assigned information services area. Analyzes, designs and develops complex computer software applications to support the Water Authority's IT systems. Participate in setting strategic objectives and formulates tactical plans to implement.

Minimum Education and Experience
Bachelor's degree from an accredited college or university in Information Systems, Computer Science or related field, plus eight (8) years of large systems applications analysis, design, programming and implementation experience and project technical lead experience working on application systems development projects to include two years' experience as a technical lead on complex technical projects.

Experience such as described in the job description may substitute for education on a year for year basis.

Salary Range
$35.77 – $42.75 Hourly
REQ-0000000176

CHIEF ENGINEER

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<td>WW Plant Operations</td>
<td>September 11, 2020</td>
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Summary

Provide engineering oversight and direct day to day activities of an assigned section of Water Authority plant or field operations or centralized engineering group.

Minimum Education and Experience

Bachelor's degree in Engineering plus eight (8) years of Professional Engineering experience to include five (5) years supervisory experience in a management and/or administrative capacity.

Position Requirements

- Licensed as Professional Engineer
- Must Possess a New Mexico Professional Engineering License within 1 year of hire
- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management
- Annual Audiogram is required if assigned to Plant Groundwater

Salary Range

$41.09 – $49.11 Hourly
O/M SUPERINTENDENT DRINKING WATER

Summary
Manage drinking water operations and maintenance activities including water distribution, operation and/or maintenance of ground water treatment facilities. Ensure compliance with state and federal environmental regulations relating to public health and welfare.

Minimum Education and Experience
Bachelor's degree in Water Technology, Engineering or a related field, plus five (5) years of water, wastewater operation and maintenance experience, to include two (2) years supervisory experience.

Experience such as described in the job description may substitute for education on a year for year basis.

Position Requirements
- Possess a New Mexico Water Level IV Certificate
- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management
- Annual Audiogram is required if assigned to Plant Groundwater
- Depending on location, must be able to pass respiratory clearance exam prior to hire and at least every 3 years after hire. Also depending on location, must be able to pass respirator FIT Test within 30 days of hire and annually thereafter. Must submit to Ozone medical exam, as appropriate to the job position, prior to hire and at least every 3 years after hire.

Salary Range
$31.14 – $37.22 Hourly
O/M SUPERINTENDENT PLANT MAINTENANCE

Summary
Manage the maintenance of wastewater pumping and Treatment Facilities or of surface water treatment Facilities. Ensure compliance with state and federal environmental regulations relating to public health and welfare.

Minimum Education and Experience
Bachelor's degree in Industrial Maintenance, Electrical or Electronics or related field plus five (5) years of wastewater or water treatment operations and/or maintenance experience including two (2) years supervisory experience.

Experience such as described in the job description may substitute for education on a year for year basis.

Position Requirements
- Must Possess a New Mexico Water Level IV Certificate for Assignment at Surface Water Treatment Plant
- Must Possess a New Mexico Wastewater Level IV Certificate if Assigned at Water Reclamation Plant
- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management
- Depending on location, must be able to pass respiratory clearance exam prior to hire and at least every 3 years after hire. Also depending on location, must be able to pass respirator FIT Test within 30 days of hire and annually thereafter. Must submit to Ozone medical exam, as appropriate to the job position, prior to hire and at least every 3 years after hire.

Salary Range
$31.14 – $37.22 Hourly
REQ-0000000147

SYSTEMS ANALYST I

Posted on: August 12, 2020  
Closing on: Open Until Filled  
Location: Compass Bank

Summary

Systems Analyst I is the mid-level in the Systems Analyst job series. Perform routine assistance in facilitating the introduction and maintenance of management information service for the Water Authority's operations. Perform a variety of routine Systems Analysis duties in the design, implementation and maintenance of management information systems and supporting computer hardware and software applications. Perform a variety of routine technical tasks relative to assigned area of responsibility.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in Information Systems, Computer Science or related field, plus four (4) years of software applications analysis, design, programming, implementation and project management experience.

Experience such as described in the job description may substitute for education on a year for year basis.

Position Requirements

- Possess a Valid New Mexico Driver's License or a Valid Driver's License from another State converted to New Mexico within 1 month
- Driving Record consistent with being issued an Authority Operator Permit by Risk Management

Preferred

- Knowledge of website management tools, and ability to determine client website needs and requirements. Coordination with content providers, management and business owners. Knowledge of HTML, Javascript, PowerShell, Graphics, Cascading Style Sheets and PHP as well as SEO skills. Candidate will oversee activity pertaining to the maintenance of SharePoint. Will manage and revise layouts and customize site for company purposes. Demonstrates specific knowledge of the function and makeup of Microsoft SharePoint. Knowledge of Office 365 Admin Center.

Salary Range

$26.57 – $31.76  Hourly