

# TOHONO O'ODHAM UTILITY AUTHORITY

## Position Description Commercial Representative - Water

Department: Water/ Wastewater & Propane  
Reports to: Operations Assistant Supervisor of Water/ Wastewater & Propane  
FLSA Status: Nonexempt  
Location: Sells, AZ  
Shift: 8:00 AM – 4:30 PM  
Salary Level: 5  
Prepared by: Tohono O'odham Utility Authority  
Approved by: Brian Fickett, General Manager  
Approved Date: 02/06/2025

### SUMMARY

Assist water department staff with data entry, electronic filing and record keeping – utilizing Ivue Connect to fullest extent possible. Work with all departments with the record keeping for the specific departmental safety programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following, as well as other duties as assigned:

- Respond to and direct public inquiries regarding water service information.
- Schedules services for water, wastewater and plumbing.
- Maintains customer service call logs, material tracking, invoicing, and general customer account data through use of Ivue Connect.
- Works with Ivue Connect to streamline Water Department data tracking and customer service procedures.
- Prepares Departmental Reports to summarize water usage and operational data, for use by Department Manager for Executive Level Reporting.
- Works to transition Department Reporting from external spreadsheets to Ivue Connect system extracts where possible.
- Helps prepare the required water quality information and consumer education publications as directed.
- Assists designated personnel with the maintenance of safety records, cataloging of safety materials and safety equipment inventories.
- Provides assistance to the Department Operations Assistant and Propane Commercial Representative when necessary.
- Must be accurate and detail oriented.
- Must be efficient in Excel, Word, and have a good working knowledge of computers.
- Must have a working knowledge of Ivue Connect and be able to expand knowledge base to improve department operations.
- Must be proficient in math and have accomplished language skills.
- Be willing to travel when required for training or other TOUA related business.
- Be familiar with office equipment such as commercial printers, scanners, fax machines, and

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multi-line telephones.

- Maintain confidentiality when dealing with sensitive information.

## **QUALIFICATIONS**

- To perform this job successfully an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skill, and/ or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

## **EDUCATION and/ or EXPERIENCE**

- High school diploma or general education degree (GED);
- Two years related experience and/ or training;
- Or equivalent combination of education and experience

## **LANGUAGE SKILLS**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **REASONING ABILITY**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Current Arizona Driver's License

## **OTHER SKILLS AND ABILITIES**

- Prefer ability to converse in the Tohono O'odham language.
- Ability to operate a Personal Computer and 10- Key Calculator

## **PHYSICAL DEMANDS**

- The physical demands described here are representative of those that must be met by an

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employee to successfully perform the essential functions of this job.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and hear or talk in a clear manner.
- The employee must occasionally lift and/ or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.