
Mt. View Sanitary District

Policies and Procedures Manual

POLICY TITLE: Maintenance Scheduler/Planner

POLICY NUMBER: 2420

MAY 2018

FLSA: NON-EXEMPT

MAINTENANCE SCHEDULER/PLANNER

DEFINITION

Under direct or general supervision, plans, schedules and coordinates maintenance of Wastewater Collection System and Wastewater Treatment Plant assets, operational tasks in support of capital projects and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Wastewater Operations Supervisor. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

Planning and scheduling of maintenance work requires a broad knowledge of technical skills, the ability to gain the cooperation and credibility of a wide variety of personnel throughout the organization, and the ability to communicate effectively with field staff and management.

The Maintenance Scheduler/Planner must be knowledgeable of Wastewater Treatment Plant and Collection System assets which include pumps, motors, reservoirs, pressure relief stations, pipelines, valves, meters, aeration equipment, solids digestion and handling equipment, tertiary filtration, disinfection equipment, and SCADA equipment and controls, electrical equipment, and related equipment and facilities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provide exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment.
- Assists Wastewater Operations Supervisor in planning and scheduling all District maintenance activities utilizing the District's Computerized Maintenance Management System (CMMS).

Adopted: 5-10-2018

- Operates the CMMS system, including job plans, work orders, scheduling applications, data processing and management reports. Assists professional engineering staff with system repair, and improvements; checks and processes sewer improvement plans; grading plans; subdivision maps; and prepares quantity and project cost estimates.
- Management of purchase orders and contracts.
- Schedules regulatory permit renewals including NPDES, Air and Smog testing.
- Implements Root Foaming and Fog Program.
- Assists Wastewater Operation Supervisor with Sanitary Sewer Overflow reporting in the California Integrated Water Quality System (CIWQS).
- Receives all non-emergency requests for job maintenance work; reviews and screens each request for priority, completeness, accuracy and necessity.
- Works closely with District Engineer to implement Asset Management Program.
- Examines the job to be performed and determines the best way to accomplish the work; consults with the requestor, available job plans, District Engineer, Wastewater Operations Supervisor, Operators, and O&M manuals.
- Investigates asset history, whether the job had been planned and whether the job had been performed previously; confers with others that may have involvement or knowledge about the job.
- Works closely with Operations to allocate, schedule and coordinate the resources required for specific jobs; determines when jobs are started and which resources are applied.
- Works closely with District Engineer to assist with on-site projects. Also coordinates with contractors and subcontractors as necessary to facilitate project completion.
- Estimates and monitors work order backlogs.
- Assists Wastewater Operations Supervisor in finalizing daily schedules, keeps abreast of schedule status and personnel availability and coordinates schedule adjustments.
- Calculates and reviews schedule adherence, notates schedule status of individual jobs, receives and reviews completed work order details and reviews actual labor and material usage relative to estimated usage.
- Acts as a project manager for a variety of projects including current or comprehensive planning, and special projects; oversees and coordinates assigned planning projects, activities and operations; implements and monitors assigned projects; documents related stages, steps and procedures of assigned projects; ensures compliance with contract specifications.
- Plans, schedules, coordinates and identifies the maintenance and repair needs for equipment and facilities related to wastewater treatment and wastewater and building facilities.
- Generates and distributes preventive, predictive, and corrective work orders.
- Conducts maintenance task analysis to create preventive, predictive, and corrective work orders for new and existing equipment.
- Interacts with Wastewater Operations Supervisor to provide consistent planning and resources to the field staff in order to successfully complete their assigned work tasks.
- Plans annual and regularly scheduled maintenance tasks, and other tasks deemed to require formal planning. Maintains and reschedules annual maintenance program scheduling documents.
- Plans corrective work orders on an on-going and as-needed basis.
- Manages policies and procedures for CMMS, application training for end users, CMMS programs maintenance; updates loop codes and descriptions; updates loop tag numbers, and descriptions; updates master process numbers; checks and updates asset information; updates and maintains all other system codes; processes all field submitted equipment change management forms; adds assets created and deleted from treatment plants and/or collection system facilities; maintains and corrects asset loop tag number relationships related to asset change out and other related CMMS database management and change management processes.
- Sets up and maintains annual and regular maintenance schedules; creates maintenance work orders, and maintains databases with most current asset information.

Adopted:

- Provides performance management support (regular report process), including the following: report maintenance, keeping reports queries updated; regulatory reporting.
- Oversees the work of outside contractors; meets with contractors, and staff to identify and resolve problems; reviews and evaluates work products, methods and procedures.
- Administers, develops, reviews and negotiates contracts with outside consultants for planning projects; prepares staff reports as assigned.
- Monitors actual progress versus planned progress, provides exception reporting, and recommends action steps to resolve issues.
- Participates in the development and implementation of goals, objectives, policies and priorities for assigned areas of responsibility; identifies resource needs; recommends and implements policies and procedures.
- Obtains quotes and provides estimates as needed for budget preparation support.
- Identifies sewer pipes for scheduled cleaning using GIS and CMMS.
- Assigns scheduled cleaning activities using GIS and CMMS.
- Creates and prepares work packets for field crews on a weekly basis using GIS/CMMS.
- Produces additional work packets as requested.
- Conducts application training for other end users
- Identifies and facilitates process improvements
- Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, and local laws, codes, and regulations, including administrative and department policies and procedures.
- Modern office practices, methods, and computer equipment and applications, including CMMS, GIS, WORD, EXCEL and related applications.
- Principles and practices of technical research and analysis.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Using databases to create, link, manipulate, analyze and prepare reports and schedule activities; make mathematic calculation, and extract data to support related work efforts.
- Preventive maintenance procedures related to water/wastewater treatment plants, distribution, and wastewater collection systems, and water distribution systems.
- Preventive maintenance principles and practices; planning methods and tools.
- Planning and scheduling software; reading and interpreting plans, specifications, drawings, piping and instrumentation diagrams.
- Estimating materials, labor and equipment costs.
- Methods, practices, tools, equipment, materials and safety procedures used in the repair and maintenance of mechanical, electrical and instrumentation equipment used in water and wastewater facilities.
- Principles and practices of maintenance planning, and asset growth management.
- Principles and practices of project planning.
- Pertinent Federal, State and local laws and regulations.
- Principles of business letter writing and report preparation.

Adopted:

Ability to:

- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Work in a team environment as a contributing team member.
- Negotiate and manage complex planning projects with consultants and staff.
- Administer contracts with outside consultants.
- Act as liaison between various project divisions that oversee maintenance project schedules.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Use critical thinking techniques in determining problem resolutions.
- Prepare and conduct presentations.
- Work effectively in a team-based organization focused on continuous improvement.
- Have a positive customer service attitude.
- Plan and efficiently schedule maintenance work.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Prepare clear and concise reports.
- Organize and correlate statistical data.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
 - Sitting, standing and walking for extended periods of time, and
 - Operating assigned equipment
- Maintain effective audio-visual discrimination and perception needed for:
 - Making observations
 - Communicating with others
 - Reading and writing
 - Operating assigned equipment and vehicles

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience in the operation and maintenance of water, wastewater treatment and/or wastewater collection facilities or an equivalent type of facility. Experience in the use of databases and using computers as tools for presenting information for decision making purposes. Preference of experience with using a computerized maintenance management system.

Adopted:

Training:

Equivalent to completion of the twelfth grade supplemented by specialized course work in water and wastewater treatment, construction technology, mechanical and electrical maintenance, business, computer systems, project management or a related field.

License or Certificate:

- Possession of a valid Calif. driver's license.
- CWEA Wastewater Treatment Plant Maintenance Grade I preferred, or able to obtain within one year.
- CWEA Collection System Maintenance Grade II preferred, or able to obtain within two years.
- NASSCO Certification preferred, or able to obtain within 1 year.

PHYSICAL DEMANDS

Work is performed in an office environment and in the field. The office environment requires the mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects of moderate weight up to 75 lbs. using safe lifting techniques. Examples of potential lifting tasks include moving (not lifting) manhole covers, carrying mechanical parts, equipment and tools and carrying miscellaneous objects such as chemical containers, waste containers, etc. The field environment requires the mobility to walk long distances, traverse uneven, hilly terrain, climb ladders, and stairs. The fieldwork requires the agility to inspect temporary, unfinished, construction sites and access points, which may include entry into confining spaces and inspecting sites of significant height. Requires the ability to operate a motor vehicle to visit various District development and meeting sites.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, rough terrains, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes.

Adopted: