



The Three Affiliated Tribes **Job Description**

One Call Operator

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Distribution Supervisor DEPARTMENT: Fort Berthold Rural Water SALARY: DOQ CLASSIFICATION: Non-Exempt/Essential	FLSA STATUS: <i>FT-Regular</i> LOCATION: 404 Frontage Road OPENING DATE: CLOSING DATE:
---	---

POSITION SUMMARY:

The One Call Operator is responsible for accurately locating and marking Fort Berthold Rural Water's water lines when requests come into the North Dakota 811 One Call system prior to excavation. This position is safety-sensitive, and the One Call Operator is considered an essential employee. This position requires the highest level of safety and responsibility due to the significant impact on public safety.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Safely and effectively locate underground water lines using measurements, water utility maps and electronic locator equipment.
2. Report to office at start of workday and coordinate travel route with dispatcher or supervisor.
3. Respond to line locate requests, including emergency requests, within the required mandated response time.
4. Drive to assigned sites, using assigned government or tribal vehicle and ATV if needed, determine areas that need to be marked, locate any existing FBRW water lines, and flag or paint as needed.
5. Independently interpret One Call requests or contact the One Call requestor for additional location information.
6. Report work order status through mobile Workforce application.
7. Provide online status updates to the One Call request tickets.
8. Maintain contact with dispatchers, communicate work status, and coordinate daily routes for assignments.
9. Maintain functioning work phone and respond to all calls or messages promptly.
10. Report any unusual circumstances or changes to assigned route to dispatcher or supervisor.
11. Assist with general shop duties when not assigned to field work.
12. Adheres to MHA Policy & Procedures as well as department policies/guidelines...
13. **And other duties as assigned.**

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.



The Three Affiliated Tribes **Job Description**

One Call Operator

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical**-the individual synthesizes complex or diverse information.
- **Problem solving**-the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- **Verbal/written communication**-the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- **Delegation**-the individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegation activities.
- **Leadership**-the individual inspires and motivates others to perform well, accepts feedback from others.
- **Management skills**-the individual includes staff in planning, decision-making, facilitating and process improvement; makes self-available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth.
- **Quality management**-the individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness.
- **Judgment**-the individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
- **Planning/Organizing**-the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- **Safety and Security** -the individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation policy and procedures of personnel administration
- Knowledge of sound techniques in all aspects of personnel management
- Knowledge of the organizations and operations of administrative programs.
- Knowledge of safety standards and precautions pertaining to equipment and techniques related to locating underground water mains.
- Familiar with Fort Berthold Rural Water system geography and locations.

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments.
- Ability to apply and adapt practices and techniques to the special requirements of senior management.
- Ability to establish and maintain effective relationships with other management staff, employees, and the general public.
- Ability to present facts and recommendations effectively in oral and written form.
- Ability to read online maps with a high level of accuracy, general knowledge of GIS mapping systems.
- Ability to deal tactfully and courteously with the public under stressful conditions
- Ability to work independently



The Three Affiliated Tribes **Job Description**

One Call Operator

MINIMUM QUALIFICATIONS AND EDUCATION:

- High school diploma/or GED **REQUIRED**
- Must have 1 year field work experience, preferably in utility systems or line locating
- Must be able to drive an all-terrain vehicle and walk over uneven terrain
- Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.
- Valid Driver's License **REQUIRED**.
- Background check is **REQUIRED**.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 12:30 p.m. to 4:30 p.m. Deviation from the normal schedule may be required for certain programs.
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Typically performed primarily outdoors in a variety of weather conditions.
- Ability to travel up to 25% of the time.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to Recruitment@mhanation.com



The Three Affiliated Tribes **Job Description**

One Call Operator

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____