

ONE-CALL TECHNICIAN

NATURE OF WORK

This is responsible, advanced technical work in connection with the activities associated with the City “One-Call” Center.

Work involves receiving locate requests from Nebraska 811, researching various forms of records, clearing or distributing the requests to locators and communicating back to Nebraska 811 when complete to ensure compliance with Nebraska State Law and best practices. Supervision is received from a technical or administrative superior.

EXAMPLES OF WORK PERFORMED

Receive, respond and dispatch personnel for emergency locate requests made through Nebraska 811.

Researches and interprets record drawings, legal descriptions and map information associated with City underground utilities to assist in the accurate location of these facilities.

Researches past locate requests as part of damage investigations.

Operates a computer-based ticket management system for the routing of locate requests.

Researches and responds to citizen complaints and inquiries.

Educates citizens, contractors, and other internal and external customers regarding the Nebraska 811 process.

Plans, schedules, and organizes locator training.

Routes all potential conflicts with City underground utilities to Locate Technicians for marking to comply with Nebraska State Law.

Provides information to G.I.S. Section and operating divisions to correct records when they differ from actual field locations.

Maintains Nebraska 811 notification boundaries for the City of Lincoln.

Processes monthly billings from Nebraska 811.

Assists in the preparation of annual costs to operating divisions for underground locating services.

Maintains various records and reports as required.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of water main network, sanitary sewer main network, storm water main network and fiber optic communications network.

Considerable knowledge of G.I.S. and drafting software.

Considerable knowledge of Nebraska 811 statutes and best practices.

Considerable knowledge of construction practices and terminology.

Considerable knowledge of spreadsheet, word processing and email software.

Ability to understand and carry out both oral and written instructions.

Ability to read and interpret record drawings and map information associated with water, wastewater, storm water, traffic signal power and fiber optic communication facilities.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with contractors, the public and other employees.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent supplemented by college level coursework in construction management and two years of experience working with mapping systems; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

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