



## WEST DES MOINES WATER WORKS BOARD OF TRUSTEES MEETING COMMUNICATION

**ITEM:**

6. Recommendations from Staff  
c. Motion

**DATE:** September 17, 2018

- Approving Updates to the West Des Moines  
Water Works Employee Handbook

**FINANCIAL IMPACT:**

None

**SUMMARY:**

This action will approve revisions to the Water Works Employee Handbook to reflect updated office hours.

**BACKGROUND:**

The Water Works Employee Handbook includes an appendix of working hours and break times for all positions. The Handbook also provides that employees are given a 14 day notice before standard working hours change. All noted changes are highlighted and struck through in the attached document. All employees are aware of the changes which are scheduled to begin on October 29, 2018. This formal action will update the handbook and serve as official notice of the changes for employees. A few items of note:

- To maximize customer opportunities for appointment times during the meter replacement program, meter technician working hours are staggered and rotated weekly.
- To help during the transition time for customers who have water disconnected due to non-payment, Water Works customer service staff will keep phones open past 4:00 pm to help customers have water service restored.
- After hours charges associated with the restoration of water service will maintain hours as noted in the Miscellaneous Fees Resolution and not be updated until early 2019 so customer are not immediately charged extra fees because office hours have changed.

**RECOMMENDED ACTION BY THE BOARD OF TRUSTEES:**

To concur with the recommendation of staff and approve the updated West Des Moines Water Works Employee Handbook.
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Prepared by: \_\_\_\_\_

Approved for Content by: \_\_\_\_\_





## SAMPLE SCHEDULE FOR WATER TREATMENT PLANT OPERATORS

Day Number	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Day of Week	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Operator A				M	M	M	M					N	N	M
				8	N	N	N					M	M	N
Operator B				4	N	N	N					N	N	N
				M	M	M	M					M	M	M
Operator C	M	M	M					M	M	M	M			
	N	N	N					N	N	N	8			
Operator D	N	N	N					N	N	N	4			
	M	M	M					M	M	M	M			

  

Day Number	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Day of Week	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Operator A				M	M	M	M					M	M	M
				8	N	N	N					N	N	N
Operator B				4	N	N	N					N	N	N
				M	M	M	M					M	M	M
Operator C	M	M	M					M	M	M	M			
	N	N	N					N	N	N	8			
Operator D	N	N	N					N	N	N	4			
	M	M	M					M	M	M	M			

  

Day Number	29	30	31	32	33	34	35	36	37	38	39	40	41	42
Day of Week	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Operator A	M	M	M					M	M	M	M			
	N	N	N					N	N	N	8			
Operator B	N	N	N					N	N	N	4			
	M	M	M					M	M	M	M			
Operator C				M	M	M	M					M	M	M
				8	N	N	N					N	N	N
Operator D				4	N	N	N					N	N	N
				M	M	M	M					M	M	M

  

Day Number	43	44	45	46	47	48	49	50	51	52	53	54	55	56
Day of Week	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Operator A	M	M	M					M	M	M	M			
	N	N	N					N	N	N	8			
Operator B	N	N	N					N	N	N	4			
	M	M	M					M	M	M	M			
Operator C				M	M	M	M					M	M	M
				8	N	N	N					N	N	N
Operator D				4	N	N	N					N	N	N
				M	M	M	M					M	M	M

N = 12:00 Noon

M = 12:00 Midnight



## SCHEDULE OF WORKING HOURS AND BREAKS

### Usual Working Hours

<u>Job Titles</u>	<u>Usual Working Hours</u>
Engineering Project Manager	7:30 AM to 4:30 PM
Engineering Technician	7:30 AM to 4:00 PM
Secretary - Water Treatment Plant	7:30 AM to 4:00 PM
Water Production Manager	7:30 AM to 4:00 PM
Maintenance Coordinator	7:30 AM to 4:00 PM
Maintenance Technician	7:30 AM to 4:00 PM
Plant Utility Worker	7:30 AM to 4:00 PM
Residuals Equipment Operator	7:30 AM to 4:00 PM
Water Distribution Manager	7:30 AM to 4:00 PM
Water Distribution Coordinator	7:30 AM to 4:00 PM
Water Distribution Specialist	7:30 AM to 4:00 PM
Superintendent	7:30 AM to 4:00 PM
General Manager	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Assistant General Manager	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Business Relations Manager	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Finance Manager and Treasurer	7:30 AM to 4:00 PM
Accountant	7:30 AM to 4:00 PM
Information Technology Specialist	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Secretary - General Office	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Customer Service Representative* (one)	7:30 AM to 4:00 PM
Customer Service Representative* (one)	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Customer Service Representative* (one)	<del>8:00 AM to 5:00 PM</del> 7:30 AM to 4:00 PM
Engineering Technician — General Office	<del>8:00 AM to 4:30 PM</del>
Water Meter Technician (one and two)**	8:00 AM to 4:30 PM
Water Meter Technician (two)**	7:30 AM to 4:00 PM
Water Meter Technician (three and four) (M-Thur)**	8:00 AM to 6:30 PM
Water Meter Technician (four) (M-Thur)**	7:30 AM to 6:00 PM
Water Treatment Plant Operator	According to schedule published by Water Production Manager

\*To be scheduled as directed by the Business Relations Manager and may be rotated as

requested.

\*\*Rotated weekly during the meter replacement project

Changes in these hours may be made in accordance with the provisions of the Employee Handbook





## SCHEDULE OF WORKING HOURS AND BREAKS

### Lunch Periods

<u>Job Titles</u>	<u>Lunch Period</u>
Engineering Project Manager	12:00 PM to 1:00 PM
Engineering Technician – Water Treatment Plant	12:15 PM to 12:45 PM
Secretary - Water Treatment Plant	12:30 PM to 1:00 PM
Water Production Manager	12:15 PM to 12:45 PM
Maintenance Coordinator	12:15 PM to 12:45 PM
Maintenance Technician	12:15 PM to 12:45 PM
Plant Utility Worker	12:15 PM to 12:45 PM
Residuals Equipment Operator	12:15 PM to 12:45 PM
Water Distribution Manager	12:15 PM to 12:45 PM
Water Distribution Coordinator	12:15 PM to 12:45 PM
Water Distribution Specialist	12:15 PM to 12:45 PM
Superintendent	12:15 PM to 12:45 PM
General Manager	<del>12:00 PM to 1:00 PM</del> 12:00 PM to 12:30 PM
Assistant General Manager	<del>12:00 PM to 1:00 PM</del> 12:00 PM to 12:30 PM
Business Relations Manager	<del>12:00 PM to 1:00 PM</del> 12:00 PM to 12:30 PM
Finance Manager and Treasurer	11:30 AM to 12:00 PM
Accountant	11:30 AM to 12:00 PM
Information Technology Specialist	<del>12:00 PM to 1:00 PM</del> 12:00 PM to 12:30 PM
Secretary - General Office	<del>12:00 PM to 1:00 PM</del> 12:00 PM to 12:30 PM
Customer Service Representative (one)*	<del>12:00 PM to 1:00 PM</del> 12:00 PM to 12:30 PM
Customer Service Representative (one)*	<del>12:30 PM to 1:30 PM</del> 12:30 PM to 1:00 PM
Customer Service Representative (one)*	<del>1:00 PM to 2:00 PM</del> 1:30 PM to 2:00 PM
Engineering Technician – General Office	<del>12:00 PM to 12:30 PM</del>
Water Meter Tech. (approx. depending upon route)	11:30 AM to 12:00 PM
Water Treatment Plant Operator	30 minutes, near mid-shift

Your Lunch period includes travel time, if any to and from the location where you were working immediately prior to the lunch period.

Lunch period times are approximate times and can be adjusted as required to complete work or provide coverage within reason as determined by the General Manager

~~\*Either ½ hour, ¾ hour or 1 hour, depending upon your work schedule.~~

### **Work Breaks**

Details regarding Work Breaks can be found in Section 1 – General Policies, of the Employee Handbook.