

Name:

Jack

Job title:

Service supervisor, Joensuu Water

Career:

After graduating from vocational school, I did community development technician training in 1994. In my current position I got chosen when I saw the announcement in a newspaper and applied for the job. I have work experience in diverse positions and I would like to think this helps me to understand our clients better.

Responsibilities:

My tasks at office are customer service and distributing tasks to mechanics. It is my responsibility to organise and schedule their tasks and to help them solve problems when needed. Customer service entails taking down the orders and passing them to right persons, writing orders to mechanics, checking invoices and different contract negotiations and preparing contracts. Mostly I work at the office since I have to be able to check the details and information needed always.

Every day is different and you never know in the morning what the day brings. For example, water pipes do not forewarn if they break and the situations are quickly to be reacted. I also have to get proper resources, machines and staff for fixing them quickly. We have our on-call duty every six weeks and at that time I have to be available after working hours also. I do not have to travel a lot, mainly to fairs or factories, occasionally abroad as well. On site visits I try to do daily.

Essential skills in my job:

- Social skills
- Cooperation and organisational skills
- Continuous learning to update needed information
- Problem-solving skills
- Adaptability to surprising situations

What I need to know in my job:

- Water maintenance regulations
- Technical knowledge

Links to curriculum

- **Geography:** water supply system, ground water
- **Chemistry:** water purification

Joensuu Water

Joensuu Water is founded in 1927. Since 1997 it has operated as a public utility. Joensuu Water has 47 members of staff, most of them technicians. The waterworks supplies and distributes water and maintains the infrastructure and sewerage treatment. The water supply covers 757 km and sewerage 824km. The waterworks monitors its plants automatically. There are 16 groundwater intake plants in the system, two of them are back up plants. 10 treatment facilities in many communities and 12 water tanks are part of the waterworks. Inhabitants living in properties connected to the water supply and sewerage was at the end of 2013 over 60000.



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I find social skills very important in my job. Operating with various people I have to be able to take their views into account as well. Cooperating is essential, so is determination to get things organized. Language skills are not that emphasized, English is needed occasionally. The water industry is constantly evolving and information needs to be searched and updated all the time. The Internet is a good tool to find the information, additionally the suppliers organize training events. Water maintenance regulations have to be known well.

Diversity and working with people is what I like to most in my job. Getting to solve problems in building or fixing is also interesting. Solutions for getting the pumps more efficient are required whenever reconstruction work is done. Securing water supply in different conditions, especially if problems, is challenging. You should all the time act so that every party is satisfied with your work. The surprising nature of some situations is increasing the challenges.

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