



Milwaukee Water Works

Cavalier Johnson
Mayor

Jerrel Kruschke
Commissioner, Dept. of Public Works

Patrick W. Pauly
Superintendent, Milwaukee Water Works

June 20, 2025

Board of City Service Commissioners
c/o Department of Employee Relations
VIA EMAIL (DERCSC@milwaukee.gov)

RE: Request to Extend Temporary Appointment – Bobby Wilson
Water Meter Investigator (Auxiliary)

Dear City Service Commissioners:

Milwaukee Water Works (MWW) respectfully requests an extension of the temporary appointment of Bobby Wilson to the position of Water Meter Investigator.

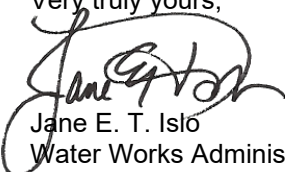
Mr. Wilson was temporarily appointed to the position on May 25, 2025. This was done as a 45-day temporary emergency appointment approved by the Budget Office, and expires on June 23, 2025. If granted, this would be a first extension to that emergency appointment.

MWW holds position authority for one (1) auxiliary Water Meter Investigator (0.5 FTE) in its Meter Services unit. While it is typically used to complement the full-time staff during winter operations, an incumbent in the title is currently on a continuous leave which is estimated to extend until August, 2025. Therefore, an extension to this temporary appointment will provide continued assistance in the interim.

As such, MWW requests a 90-day extension of Mr. Wilson's temporary appointment, which would result in a new expiration date of September 27, 2025.

Thank you for your consideration. If you have any questions or concerns, please contact me at x2802 or jeislo@milwaukee.gov.

Very truly yours,



Jane E. T. Islo
Water Works Administration Manager

Attachments

- Notice of Temporary Appointment
- Temporary Appointee Statement of Understanding
- Current Job Description – Water Meter Investigator
- Resume of Bobby Wilson



Department of Employee Relations
200 E. Wells Street, Room 706
Milwaukee, WI 53202-3554



R. 07.08.19

NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR DERCERTIFICATION@MILWAUKEE.GOV

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION	LAST NAME	FIRST NAME	INITIAL
AUTHORIZED POSITION TITLE	PAY RANGE	F&P COMMITTEE APPROVAL DATE	REQUISITION #
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? Yes No If yes, Referral #	
REASON FOR TEMPORARY APPOINTMENT During Leave of Absence of an employee who is expected to return To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 06/24/2025	ANTICIPATED EXPIRATION DATE 09/27/2025	T.A. RATE OF PAY
ATTACH A COPY OF THE CURRENT JOB DESCRIPTION & A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED:			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE:			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
TRAINING AND EDUCATION:		WORK EXPERIENCE:	OTHER REQUIREMENTS (i.e. LICENSES)
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? Yes No	IF YES, CURRENT DEPARTMENT:	CURRENT POSITION TITLE:	EMPLOYEE ID NUMBER:
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTEE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) No Yes – Explain Relationship			
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.			
REPORTING OFFICER	SIGNATURE	TITLE	DATE 06/20/2025
APPROVING OFFICER	SIGNATURE	TITLE	DATE 06/20/2025
THIS SECTION FOR DER REVIEW			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



Department of Employee Relations
200 E. Wells Street, Room 706
Milwaukee, WI 53202-3554



R. 09.04.14

TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY

APPLICANT NAME (last, first, middle) Wilson, Bobby R.		DATE 06/20/2025
POSITION TITLE Water Meter Investigator - Aux	PAY RANGE 8FN	RATE OF PAY \$2,239.02

SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

Temporary Appointment Applicant Signature

Date Signed

Witness Name (Print)

Witness Signature

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 02/01/2024	2. Present Incumbent: Various (7)	Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.		
3. Date Filled: Various	4. Previous Incumbent: N/A			
5. Department: Public Works		Bureau: Division: Water Works		Unit: Meter Services Section: Business
6. Work Location: 2919 W. Cameron Ave.		Telephone: Email:		Work Schedule: Hours: 8:00am-4:30pm Days: Monday-Friday
7. Represented by a Union? <input type="checkbox"/> Yes <input type="checkbox"/> No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?		9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: Water Meter Investigator		Pay Range	Job Code
			8FN	
	Underfill Title (if applicable):			
Requested Title (if applicable):				
Recommended Title (DER Use Only):		Approved by: Date:		

11. BASIC FUNCTION OF POSITION:

Conduct meter reading functions throughout the utility service area to investigate anomalies as reported by Automated Meter Reading (AMR) and Advanced Metering Infrastructure (AMI) systems. Conduct investigations of high/low consumption and assist customers in identifying leaks. Inspect water systems for compliance with utility specifications and policies.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
50	Read water meters manually, using a handheld device or a mobile collector system within the utility service area. Quantify the consumption, analyze the data for anomalies, correlate the data to normal consumption patterns of the customer and report the findings in the customer information system (enQuesta).
25	Conduct meter-reading investigations and meter exchanges within the utility service area. Analyze all available data for the cause of high water consumption and troubleshoot as needed to assist the customer in finding water leaks or identifying water meter issues. Investigate the status of accounts showing billing inconsistencies, and ensure customer accountability. Educate customers regarding the correlation of production and seasonal demands with water consumption. Instruct customers as to how they may compute consumption and the relationship of consumption to production/seasonal needs. Use all available sources of information to ensure the integrity of the MWW distribution and water billing systems. Inspect meter settings, fire hydrants and other plumbing systems to ensure compliance with the cross connection code.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	Check metering systems for signs of tampering or theft of water. Document and report any issues to the MWW management. Perform water service turn- ons/off s as directed within the MWW service area in accordance with the WI PSC code and the MWW policy.
10	Enter underground meter vaults using confined space entry equipment as a crew leader or helper, following all necessary safety policies.
10	Ensure customer accountability and maximize the efficiency of the meter reading process. Assist utility management with quantifying and analyzing production data, as needed.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	Assist in the maintenance of buildings, grounds and vehicles to ensure safe operation of utility assets. Perform other duties as assigned.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Water Field Supervisor

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

The position functions under intermittent supervision. The supervisor makes assignments by defining objectives, priorities and deadlines, and assists the incumbents with unusual situations that do not have clear objectives. The employee works independently in the field, and plans and carries out successive steps and resolves problems and deviations in accordance with instructions, policies and accepted practices. The supervisor reviews work for technical adequacy and conformance with practice and policy.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **0-1**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

of supervision exercised, including one or more of the following:		
a. Assign duties		e. Sign or approve work
b. Outline methods		f. Make hiring recommendations
c. Direct work in progress		g. Prepare performance appraisals
d. Check or inspect completed work		h. Take disciplinary action or effectively recommend such
Number Supervised	Job Title	Extent of Supervision Exercised <i>(Select those that apply from list above, a - h)</i>
	Water Meter Technician	C, d (act as lead worker to)

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

- i. **Education and Experience:**
High school diploma or equivalent. Two (2) years of experience as a Water Meter Technician, or four (4) years of basic plumbing experience in water meter repair or related repair techniques, or any equivalent combination.
- ii. **Knowledge, Skills and Abilities:**
Knowledge of plumbing systems and fixtures in general, piping repairs and proper use of hand and power tools such as pipe wrenches, combination wrenches, sockets and various screwdrivers.

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Knowledge of principles of how a water meter operates and water hydraulics. Skill in mathematics to calculate meter accuracy. Skill in verbal and written communication. Ability to enter homes, businesses and commercial properties to conduct meter work, testing and investigation. Ability to use sound judgment to recognize water theft and meter malfunctions. Ability to explain to customers about water metering, water leaks and basic plumbing. Ability to operate handheld computer and tablet to input data and obtain assignments.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin driver's license required at time of appointment and maintain continuously while employed.

iv. Other Requirements:

Ability to climb stairs and ladders, enter confined spaces and wear confined space safety equipment. Ability to wear appropriate safety equipment including safety shoes, glasses, and hearing protection. Ability to communicate effectively with co-workers and work as a productive team member. Ability to be diplomatic, tactful and courteous with customers and the public, even during adverse situations. Ability to deal effectively with diverse customers, who may be under stress, in a calm and respectful manner. Knowledge of the water distribution system and ability to manage multiple priorities during emergency conditions. Ability to work scheduled overtime and respond to emergency call-outs, when needed. Ability to shovel snow and dirt from on top of water shut-off valves to complete investigations. Ability to work outdoors in all types of weather conditions over extended periods of time.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input checked="" type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained

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	motion.
<input checked="" type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input checked="" type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input checked="" type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 85%**

CHECK ALL THAT APPLY:

<input type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input checked="" type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.

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<input checked="" type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input checked="" type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input checked="" type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input checked="" type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

- K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**
List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

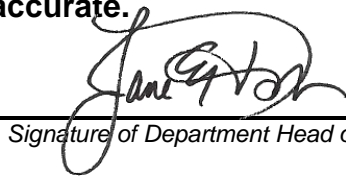
CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input checked="" type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input checked="" type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input checked="" type="checkbox"/> Hand tools (<i>please list</i>): Manhole hook, hammer, flashlight, screwdriver	
<input checked="" type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register	
<input type="checkbox"/> Other (<i>please list</i>):	

- L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

This position requires interactions with customers in their homes and businesses to complete investigations, and must have high ethical standards and be professional in conduct and appearance. The incumbent must be able to drive throughout the utility service area in a safe and efficient manner. The incumbent must also be able to problem-solve and handle emergent situations, and take charge as needed to mitigate problems. This position works various shift schedules, which includes emergency call-out duty.

- M. I believe that the statements made above in describing this job are complete and accurate.**



Signature of Department Head or Designated Representative

02/01/2024

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

BOBBY R. WILSON

Summary

Professional Owner Operated delivery driver with experience delivering packages to customers for Amazon, FEDEX and Best Buy. Insured sprinter van with an excellent driving record available to deliver small packages and large items to residential and commercial customers. Quick learner, hard-worker, with strong time management, interpersonal and communication skills. Consistent record of on time, safe deliveries with excellent customer skills ensuring customer satisfaction. Proven ability to perform well under pressure with excellent leadership, communication, and problem-solving skills.

Highlights

- Owner Operated
- Insured
- Self -starter
- Entrepreneur
- Excellent Driving Record
- Safety – conscious
- Customer Service
- Project management
- Conflict

Experience

City of Milwaukee Water Works - Water Meter Technician 2022-Present

- Install, repair and replace water meters and electronic components for small and medium meters
- Investigate homes for high water usage
- Specialist helper for large meters
- Assist with fire hydrant connections to homes
- Assist with training new water technicians

T&B Wilsons Enterprise LLC, Milwaukee, WI 2020-Present

Owner and Operator

- Haul small-scale freight for different package delivery companies
- Ensure timely and safe delivery of packages and/or items to end users
- Owner operated sprinter van with clean di

Time Warner Cable, Milwaukee, WI 2007-2020

Cable Installation and Service Technician IV & Lead Technician-- Int

- Provide oversight to more than 6 technicians ensuring timeliness and quality service is provided to customers during service and installation appointments.
- Manage workflow to ensure customer appointments are met. Assist with service and installation appointments.
- Resolve repeat customer issues to ensure quality service delivery.

Cable Installation and Service Technician IV & Contract Management Support-- Int

- Coordinate with outside vendors for large installs and complex repairs.
- Oversee installations for vendors – quality check work performed.
- Responded to corrective maintenance requests in a timely manner.

Cable Installation and Service Technician IV & Technical Operation Center Support – Int

- Outage Prevention and Reporting.
- Diagnose malfunctions and work with Network Performance to address concerns.
- Document repair actions and turn logs into management on a daily basis.

Cable Installation and Service Technician III & IV

- Inspect or test lines or cables, recording and analyzing test results, to assess transmission characteristics and locate faults or malfunctions.
- Splice cables, using hand tools, epoxy, or mechanical equipment.
- Increased efficiency of equipment transition and secured additional work for several technicians by providing technical advice.

Cable Installation and Service Technician I & II

- Clean or maintain tools or test equipment.
- Access specific areas to string lines or install terminal boxes, auxiliary equipment, or appliances, using bucket trucks, or by climbing poles or ladders, or entering tunnels, trenches, or crawl spaces.
- Set up service for customers, installing, connecting, testing, or adjusting equipment.

Obstar Transportation Inc., Milwaukee, WI

2004-2007

Owner Operator/Transportation Provider

Education

Milwaukee Area Technical College

2004-2005

General Education Diploma.