

Veterans Workforce Initiatives

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City of Wyoming Utilities Department



Thank you
for
your
service!

7 million

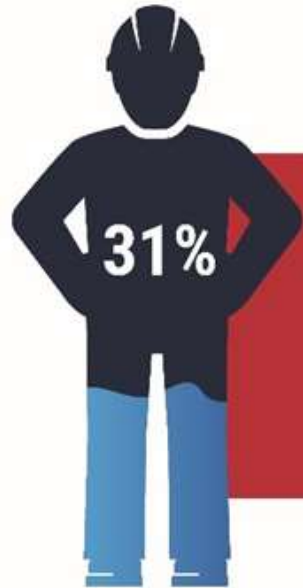
Veterans in the U.S. Workforce

(Veterans in the U.S. Workforce)

200,000

Service members separate annually from the military and transition to civilian life

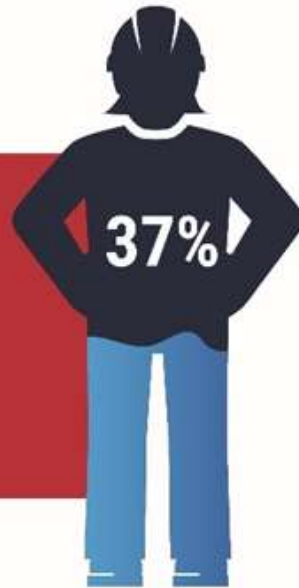
(Employer Guide to Hire Veterans—Dept. of Labor)



**Wastewater
Utility Workers**

31% of wastewater utility workers and 37% of water utility workers retired or will retire between 2010-2020.

(Water Research Foundation)



**Water
Utility Workers**

Veteran's Workforce Initiative Partners

Department of Veterans Affairs
EPA

Department of Labor
Department of Defense

Soldier for Life
Marine for Life

Water Environment Federation
American Water Works Association

Challenges: Connecting Veterans to Jobs

- Convincing utilities of the benefits of veteran candidates
- Teaching employers how to reach out to veterans
- Convincing veterans of benefits of careers in water/wastewater sector
- Assisting veterans in finding open positions in the water sector

Why Hire Veterans?

Accountability

Loyal

Trustworthy

Cultural

Flexible

Teamwork

Awareness

Service
Driven

Attention
to Detail

Quick Learners

Goal

Oriented

Produce Results
Under Pressure

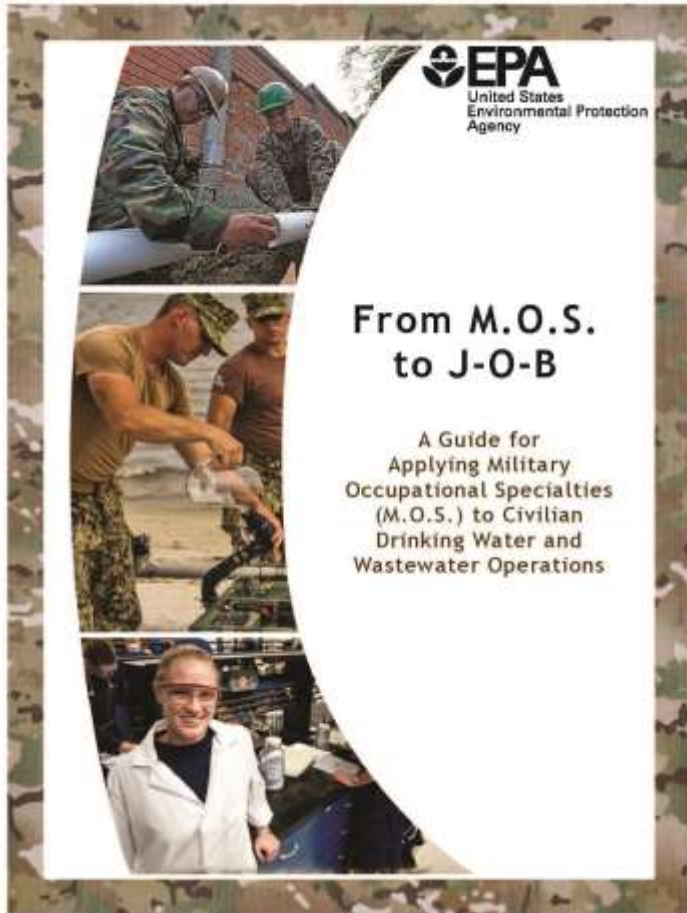
Respectful

Interviewing Tips – The “Do” List

- Set an easy-going tone
- Explain the job clearly
- Ask open-ended, situational questions – be prepared to ask for follow-up
- Look for skills and understanding of concepts
- Tailor questions to the candidate
- Ask for clarification of acronyms or terms that are unfamiliar
- Accept “we” over “I”
- Inquire about military education – formal and informal

Interviewing Tips – The “Don’t” List

- Use industry jargon or acronyms
- Request they don’t use “sir” or “ma’am”
- Dismiss a candidate based on lack of specific experience or knowledge
- Inquire about discharge type, current status, or potential disabilities
- Ask about details of deployments or missions beyond what is offered
- Ask about upcoming or potential deployment time



From M.O.S. to J-O-B

A Guide for
Applying Military
Occupational Specialties
(M.O.S.) to Civilian
Drinking Water and
Wastewater Operations

US Navy Rating: Utilitiesman (UT)

OVERVIEW

Utilitiesman, also known as Seabees, work with plumbing, heating, steam, compressed air, fuel storage and distribution systems. Their work also includes water treatment and distribution systems, air conditioning and refrigeration equipment, and sewage collecting and disposal facilities at Navy shore installations around the world.



MOS SKILLS

Basic Skills

- Locate and determine quality and quantity of water sources
- Install and operate field potable water treatment and wastewater equipment
- Analyze water for chemical and physical characteristics to determine water purification treatment methods
- Install and maintain systems requiring plumbing and pipe-fitting skills
- Install, operate and repair heating, piping, ventilation and air conditioning systems
- Operate and maintain water and wastewater systems and treatment plants
- Identify and carry out procedures to limit or minimize the adverse effects of environmental pollution

- Interpret blueprints and prepare sketches for projects
- Provide estimates of material, labor and equipment requirements for projects

Advanced Skills

Advanced Utilitiesman are trained to perform more complex duties as they advance. Some of the main areas and equipment learned include the following:

- Water treatment and purification
- Sewage treatment and disposal
- Facilities maintenance management
- Blueprint reading and technical drawings
- Planning, estimating and scheduling
- Advanced Base planning
- Planning plumbing projects
- Compressed air systems
- Boilers
- Duct and ventilation systems
- Air conditioning and refrigeration
- Solar energy
- Environmental pollution control



As part of the work Advanced Utilitiesmen perform with water treatment and purification operations, they learn and use more specific skills, such as:

- Selecting water sources based on source quantity, quality and reliability
- Selecting and utilizing water points such as surface water (streams, lakes, rivers), groundwater (wells, springs), seawater, rain, snow and ice
- Developing of water sources
- Determining water contamination
- Analyzing and verifying test results of raw and treated water
- Determining treatment method and treat water for purification
- Selecting, setting-up and operating water treatment equipment including distillation, reverse osmosis, filtration and disinfection units.
- Emergency treatment methods
- Wastewater and sewage treatment
- Disposing of and monitoring sewage effluents

Details Report for: 51-8031.00 - Water and Wastewater Treatment Plant and System Operators

Updated 2018

Operate or control an entire process or system of machines, often through the use of control boards, to transfer or treat water or wastewater.

Sample of reported job titles: Plant Operator, Process Operator (Process Op), Relief Operator, SCADA Operator (Supervisory Control and Data Acquisition Operator), Waste Water Treatment Plant Operator (WWTP Operator), Wastewater Operator (WW Operator), Water Control Dispatcher, Water Plant Operator, Water Treatment Operator, Water Treatment Plant Operator

View report: [Summary](#) [Details](#) [Custom](#)

[Tasks](#) | [Technology Skills](#) | [Tools Used](#) | [Knowledge](#) | [Skills](#) | [Abilities](#) | [Work Activities](#) | [Detailed Work Activities](#) | [Work Context](#) | [Job Zone](#) | [Education Credentials](#) | [Interests](#) | [Work Styles](#) | [Work Values](#) | [Related Occupations](#) | [Wages & Employment](#) | [Job Openings](#) | [Additional Information](#)

Tasks [Save Table \(XLS/CSV\)](#)

All 8 displayed (8 important)

Importance	Category	Task
91	Core	Add chemicals, such as ammonia, chlorine, or lime, to disinfect and deodorize water and other liquids.
88	Core	Collect and test water and sewage samples, using test equipment and color analysis standards.
85	Core	Record operational data, personnel attendance, or meter and gauge readings on specified forms.
85	Core	Operate and adjust controls on equipment to purify and clarify water, process or dispose of sewage, and generate power.
84	Core	Inspect equipment or monitor operating conditions, meters, and gauges to determine load requirements and detect malfunctions.
72	Core	Maintain, repair, and lubricate equipment, using hand tools and power tools.
71	Core	Clean and maintain tanks, filter beds, and other work areas, using hand tools and power tools.
68	Core	Direct and coordinate plant workers engaged in routine operations and maintenance activities.

[Find occupations related to multiple tasks](#)

[back to top](#)

Technology Skills [Save Table \(XLS/CSV\)](#)

All 8 displayed

- Compliance software — Material safety data sheet MSDS software
- Data base user interface and query software — Data logging software; Database software
- Document management software — Records management software
- Industrial control software — Human machine interface HMI software; Supervisory control and data acquisition SCADA software; Wastewater expert control systems
- Office suite software — Microsoft Office



O*NET OnLine

Occupation Quick Search:

[Help](#) [Find Occupations](#) [Advanced Search](#) [Crosswalks](#)

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Military Crosswalk Search

Search codes or titles from the **Military Occupational Classification (MOC)**.

Marine Corps (MOS)

51-8031.00

Go

Examples: 7314, helicopter crew chief

Knowledge [Save Table \(XLS/CSV\)](#)

10 of 33 displayed (13 important)

Importance	Knowledge
75	Chemistry — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
73	Biology — Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
72	Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
66	Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
62	Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
62	Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
61	Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
58	Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
56	Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
53	Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Apprenticeship and On-The-Job Training Programs

- Benefits under GI Bill and other programs may be available to participants
- Employers typically pay a reduced, stepped wage
- Approved employers can use this benefit as a recruiting tool
- Approval requirements include:
 - Program outline – tasks to be learned, education/training to be completed, length participation (typically 6 months – 2 years)
 - Ability to maintain and submit ongoing records for each trainee
 - Availability of qualified employees to provide supervision

Creating a Military-Friendly Culture

- Learn about military culture and customs
- Establish an onboarding process
- Provide clear expectations and goals
- Define training and advancement processes
- Communicate the impact they will have on the organization
- Provide challenges and variation
- Be understanding of formality and differences in interpersonal styles
- Give increasing levels of responsibility
- Be patient with the transition process

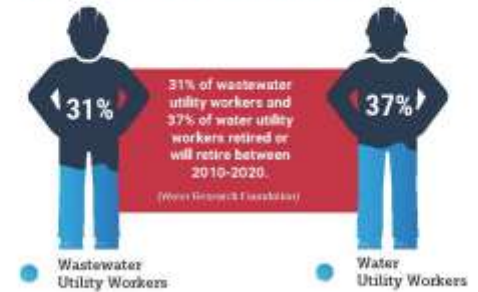
Connecting Veterans to Water Jobs

- Interface with employment assistance programs for veterans
 - Michigan Works – Regional Offices
 - VA Employment Officers
- Job Postings
 - Pure Michigan Talent Connect
 - GIGJobs, Indeed, USAJobs, etc...
 - Use key words to enhance searches
- Job Fairs



Veterans have the skills and drive to serve their communities. The water sector needs YOU!

With a career in the water sector, you can continue your public service by working to provide safe and clean water for your community. Careers in the water industry are stable and provide good salaries. Due to retirements of current water employees, many positions are now available for people new to the industry.



The list below provides examples of water industry jobs along with their requirements and average salaries.

JOB	REQUIREMENTS *	AVERAGE SALARY **
Administrative Assistant	HS diploma or equivalent	\$36,000
Civil Engineer	Bachelor's degree and/or graduate degree	\$91,000
Environmental Engineer	Bachelor's degree or graduate degree	\$90,000
Environmental Specialist	Bachelor's degree in environmental science or related	\$76,000
GIS Specialist	Bachelor's degree in land survey, geography, civil engineering, or related	\$58,000
Pipe Fitter	On-the-job training or a trade school degree	\$57,000
Public Information Specialist	Bachelor's degree in Public Administration, Communications, or related	\$45,000
Water Meter Reader	HS Diploma	\$43,000
Water and Wastewater Plant Operator	HS diploma, state certification program requirements vary	\$48,000

* GI Bill® may aid you in achieving this: ** Via Dept. Of Labor

Learn more and connect with employers!

AWWA Career Center | careercenter.awwa.org - AWWA's Career Center connects you to jobs across the United States.

Work for Water | workforwater.org - Military Second Career guide for Veterans interested in working in the water sector.

AWWA has volunteers in your area who can provide you with a warm welcome to the industry. They can answer your questions about education and training requirements, connect you to networking and volunteer opportunities, and introduce you to employers hiring in your area.

If you would like to connect with a local volunteer, please email veterans@awwa.org



Useful Tools

The screenshot shows the 'Work for Water' website with the tagline 'Great Careers for a Great Cause'. The navigation menu includes 'About Us', 'Jobs', 'Utilities', and 'Publications and Resources'. A search bar is located in the top right. Below the navigation, there are links for 'Resources for Water Professionals', 'High School/Votech', 'College', 'Military Second Career', and 'Advanced Science'. The main content area is titled 'Military Second Career' and features a sidebar with 'BROWSE' categories: Scholarships, Internships, Jobs & Salaries, Job Seeking Tips, and Advanced Degree. A 'Quicklinks' section lists 'Jobs & Salaries' and 'Career Fairs'. The main content area includes a sub-header 'What Are You Interested In?' with a list of links: Scholarships, Internships, Jobs & Salaries, Job Seeking Tips, Advanced Degree, and Talking to An Expert. A photograph of a woman in a military uniform saluting is also present.

<http://www.workforwater.org/resourceforwaterprofessionals/page.aspx?id=51>

The poster features silhouettes of a military officer and a construction worker standing in front of a circular graphic with stars and gears. The text reads 'RECRUITING, HIRING & RETAINING VETERANS'. The American Water Works Association logo is in the bottom left corner.

<https://www.awwa.org/Resources-Tools/Resources/Workforce/Veterans>

Questions?

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