

UTILITY MAINTENANCE CREW LEADER

General Statement of Duties

Performs responsible technical work planning and leading the work of crews engaged in repair, replacement and installation of water and sewer lines and appurtenances and other public works and utilities activities in the department.

Distinguishing Features of the Class

Employees in this class supervise crews engaged in a variety of work associated with providing water distribution and sewer collection services to citizens. Work includes planning and leading the construction, maintenance and repair of water and sewer lines, hydrants, meter and valves. Work also includes planning work projects based on service extension needs, maintenance, and emergency needs; coordinating work with property owner; assigning crews to projects; inspecting work; and answering and resolving public complaints. Work also involves requesting and acquiring necessary resources for projects, and responsibility for crew efficiency, quality, and safety. Work may involve contract management for various services such as right of way clearing, raising valves and manhole covers for street re-surfacing, or other contracts. Work requires organizational, project planning, interpersonal, and technical skills. The employee is subject to working in inside and outside environments including extreme hot and cold weather and work hazards including loud noise, vibrations, moving mechanical parts, exposure to chemicals, fumes, odors, poor ventilation, and oils. Employees may be required to inspect water or sewer line pipes, utility holes or other small enclosed spaces. Work is also subject to the final OSHA standards on blood borne pathogens and involves standby and emergency call-back service. Work is performed under general supervision and is reviewed for conformance to established specifications and standards, productivity of the unit, and general community acceptance.

Duties and Responsibilities

Essential Duties and Tasks

Plans and leads employees, equipment, and materials to install, maintain, and repair water and sewer lines, hydrants, meters, valves, and appurtenances; participates in field work.

Surveys job sites prior to instructing crews on large or more difficult projects; inspects work during performance and after completion; works with homeowners on meter placement; obtains location services for other underground utilities prior to digging; flags or paints to mark hydrant, meter and tap location prior to projects; instructs crews on project plans.

Plans preventive maintenance programs for hydrants, valves and meters; supervises meter change-out, testing, and repair programs.

Instructs workers in the appropriate safety procedures and enforces their use.

Responds to citizen requests, concerns, and issues; performs field review; meets with citizens to resolve issues.

Keeps records; prepares reports; prepares material and supply requisitions; maintains adequate inventory and appropriate records; assists with budget preparation.

Serves as back up Operator in Responsible Charge (ORC) for the sewer collection system.

Trains, provides performance coaching, motivation, and communication with staff; instills organizational values and standards in division staff; insures safe working procedures and safety policies are followed; may participate in hiring and disciplinary actions.

May supervise various contracted services; coordinates work with other utilities.

Ensures regulatory compliance for responsibility area including record keeping.

Additional Job Duties

Performs related duties as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of the principles and practices of construction, repairs, and/or maintenance of water and/or sewer lines, masonry, and related structures.

Considerable knowledge of the use of related equipment and materials.

Thorough knowledge of related occupational hazards and safety precautions.

Working knowledge of effective supervisory communications, motivation, coaching and other principles and practices and of organization's personnel policies and procedures for hiring, evaluation, discipline and other practices.

Working knowledge of related engineering specifications, AWWA requirements, and related environmental laws and regulations.

Some knowledge of budgeting and purchasing procedures.

Working knowledge of the organization's water and sewer customer policies and charges.

Some knowledge of the application of information technology to the work of the division.

Some knowledge of surveying principles and practices.

Skill in customer contact and collaborative conflict resolution.

Ability to read plans maps, and drawings.

Ability to establish and maintain effective working relationships with supervisors, peers, subordinates and citizens.

Ability to maintain and prepare accurate plans and reports.

Physical Requirements

Must be able to perform the basic life functions of climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions.

Must be able to perform 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.

Must possess visual acuity necessary to read maps and diagrams, to operate a vehicle, to operate a computer terminal, and to read and prepare reports including the analysis of data and figures.

Desirable Education and Experience

Graduation from high school supplemented by courses in civil engineering technology, environmental science, construction trades or related area and supervisory experience in water distribution or sewer collection system maintenance or construction; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina commercial driver's license.

Certification by state of N.C. in water distribution (Grade C) and/or wastewater collection (Grade

II). Competent person certification.

Confined space entry training certification.