

PUBLIC SERVICES CREW LEADER

POSITION SUMMARY: This position is responsible for supporting city programs and functions by performing specialized and technical work within the public services department. Act in a leadership capacity to insure compliance with established standards, ordinances, codes, rules, and regulations related to maintenance programs. Operate various types of equipment, tools, and vehicles. Independent judgment is required to plan, prioritize, and organize a diversified work load. Responsible for on-site supervision of workers and may serve as the public services acting supervisor when assigned. Advice and leadership are available from the supervisor or designee for complex issues or those requiring authorization.

SUPERVISION RECEIVED: Work is performed under the direction of the departmental supervisor or designee.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Participate and lead in the maintenance and repair of a variety of public infrastructure, including roads, right-of-ways, storm sewer systems, sanitary sewer systems, water distribution systems, and other related infrastructure.
2. Perform all essential job functions of the maintenance technician 1 and maintenance technician 2 positions.
3. Provide customer service and respond to routine and non-routine inquiries in a courteous manner, provide information within the area of assignment, and resolve complaints in an efficient and timely manner. Follow up within the scope of authority, make recommendations, and/or refer to a supervisor if outside the scope of authority.
4. Coordinate, schedule, assign, evaluate, and review work to ensure efficient and proper maintenance is performed. Prepare information for records and reports including documentation of work activities.
5. Provide leadership, training, and serve as a role model and mentor to fellow employees; participate in hiring and orienting new employees to the public services department.
6. Maintain and perform minor repair on department specific vehicles, equipment, and tools. Clean equipment and follow inspection and preventative maintenance checklists.
7. Operate backhoes, loaders, hydro excavation equipment, dump trucks, generators, valve turners, and other equipment used in infrastructure maintenance.
8. Maintain a clean, safe, and professional work environment.
9. Assist with a variety of projects, public relations activities, and special department and City events.
10. Interact with the public under extreme environments and circumstances including severe weather events or water and sewer related emergencies. Regularly enter residential, commercial, or industrial buildings to perform infrastructure maintenance activities.

11. Perform heavy manual labor.
12. Use technology, including GPS and GIS software, to research, complete, and document various tasks. Prepare and follow asset maintenance programs; prepare and update standard operating procedures, asset reports, and records.
13. Identify, locate, and mark underground utilities.
14. Perform snow removal, salting, and other winter maintenance using specialized winter maintenance equipment. Implement efficient routes and methods to improve performance and reduce costs.
15. Able to work duty time on a rotating basis provided the employee demonstrates proficiency in public service operation and lives within the distance limit established by the state and in accordance with the collective bargaining agreement.
16. Lead and perform skilled work in the construction, installation, inspection, repair and maintenance of water, storm and sanitary sewer infrastructure assets such as manholes, catch basins, mains, laterals, services, hydrants, valves, lift stations, irrigation systems, and related underground infrastructure. Investigate and diagnose water, storm, and sanitary sewer infrastructure problems. Perform excavation, backfilling, and compaction activities.
17. Lead and perform skilled work in the construction, installation, inspection, repair, and maintenance of roads, sidewalks, alleys, curbs, gutters, bridges, detention ponds, and other related above ground infrastructure. Perform asphalt and concrete maintenance, tree trimming, brush removal, and associated surface restoration activities.
18. Collect water distribution samples and perform simple water distribution field tests; perform water service shut-offs, turn-ons and re-reads; install and repair water meters and associated water metering infrastructure.
19. Assist in the safe operation of infrastructure maintenance activities, including confined space and construction zone flagging.
20. Perform related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A high school diploma or equivalent and five years of progressively responsible work experience in the areas of maintenance or construction.
- B. Able to obtain and maintain licenses and certifications required of the position, including OSHA 30-hour construction training (or equivalent).
- C. Able to obtain and maintain one of the following:
 - State of Michigan S-2 Water Distribution System Operator License
 - MWEA Collection System Maintenance Certification Grade 3

- D. Possess a valid Michigan motor vehicle operator's license.
- E. Possess and maintain a Certified Driver's License (CDL-A) with "N" endorsement or CDL-B with airbrakes.
- F. Possess considerable knowledge of the construction and repair methods, operations, materials and equipment used in maintenance operations. Able to identify and mitigate hazards in a working environment
- G. Possess or able to obtain and maintain lift truck, scissor lift, and aerial lift certifications, as assignment requires.
- H. Able to lead a team and provide direction to employees. Guide and monitor contractors. Possess knowledge of effective supervisory methods and practices. Able to make work decisions according to applicable rules, regulations, departmental policies and/or procedures. Possess self-supervising attributes and a positive, congenial attitude.
- I. Demonstrate a mechanical aptitude, good powers of observation, and the ability to troubleshoot.
- J. Able to plan, organize, schedule, assign, coordinate and evaluate maintenance activities. Proven ability to diagnose, assess, and troubleshoot problems and take appropriate corrective action.
- K. Has established effective working relationships and uses tact, good judgment, and resourcefulness when working with staff, volunteer workers, other governmental agencies, and the public.
- L. Able to communicate effectively, prepare detailed and accurate work orders and other reports. Able to present ideas orally and in writing for varied audiences.
- M. Able to work various shifts and respond to call outs to provide proper coverage for all activities and events. Able to perform manual labor for extended hours for extended periods of time and under adverse climate conditions.
- N. Able to work effectively within deadlines, under stress, and changing work priorities.
- O. Able to travel to various locations both in and out of state to receive additional training as deemed necessary.
- P. Demonstrate skill in the use of computers and software programs for work orders, infrastructure locating, and specialized applications. Able to learn additional programs as required.
- Q. Knowledge of federal, state, and local standards and codes related to area of expertise and skill trade.
- R. Able to read and interpret data, blueprints, sketches, diagrams and manuals detailing buried and above ground assets and infrastructure.

- S. Able to learn, understand, and apply appropriate personal protective equipment, basic safety protocols. This may include chemical safety, traffic safety, basic electrical safety, and department specific safety procedures.

ADVANCEMENT CRITERIA: *Employees are expected to gain technical knowledge and field expertise and demonstrate an increasing level of proficiency in all aspects of assigned work. They must meet the expectations of the appraisal process and display good attitude and initiative in order to advance within this classification. Before reaching G step of the classification and salary schedule, employees must successfully complete the advancement requirements of G-K. Employees who fail to obtain these requirements will not advance past the F step; additionally, failure to maintain the required licenses and certifications of G-K will result in a salary reduction to F step.*

G-K classification requirements:

- Advanced Michigan Public Service Institute (MPSI) training
- One of the following licenses and certification:
 - State of Michigan S1 Water Distribution System Operator's License
 - MWEA Collection System Maintenance Certification Grade 4

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to communicate with others and view and produce written documents. While performing the duties of this job, the employee regularly works in the field and a maintenance facility and occasionally in a business office setting. The employee is frequently exposed to excessively noisy, wet, humid, snowy, and hot or cold conditions, and is occasionally exposed to noxious odors, dust, particles, or other adverse environmental conditions. The employee is frequently required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and move items of considerable weight. Bending, twisting, and stooping are also frequent requirements of the position. The employee may be exposed to uncontrollable environments, graphic scenes, and bio-hazardous or hazardous materials.

The employee frequently works near mechanical equipment and in excavations, confined spaces, and roadways. Work may involve working at various heights. The employee may enter residential, commercial, or industrial properties.

The employee is expected to work under deadlines with the potential for constant interruption and change. The employee may be required to work extended hours and may be called out or required to work in emergency situations. The employee must be able to perform manual labor for extended periods of time and under adverse climatic conditions. The employee is required to drive in inclement weather.