

UTILITY MAINTENANCE CREW LEADER

General Statement of Duties

Performs responsible semi-skilled and skilled work leading a team in the installation, replacement, repair and maintenance of water and sewer lines, meters, and appurtenances.

Distinguishing Features of the Class

An employee in this class leads and participates in a variety of semi-skilled and skilled work as a leader or member of a crew engaged in the construction, installation and repair of water and sewer lines, meters, hydrants, valves and other appurtenances. Work involves constructing new lines, making water and sewer taps, installing new water meters and meter boxes, installing hydrants, meters, and valves, and making repairs to the water distribution and sewer collection system. Other tasks include providing field customer service to check water leaks and high usage complaints, connect and disconnect service, maintaining hydrants and valves; troubleshooting; locating water lines for other contractors; clearing water line easements; and related tasks. Employees are subject working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, vibration, moving mechanical parts, electrical current, chemicals, fumes, odors, dusts, mists, gases, poor ventilation, and oils. Employees are also subject to on-call and call-back work. Work is performed under regular supervision and is evaluated through observation and inspection for adherence to instructions and standard trade and safety practices.

Duties and Responsibilities

Essential Duties and Tasks

Leads and participates in a team or small crew to make water and sewer taps and install service, repair lines, and provide field customer service; operates a backhoe to dig to mains or laterals; installs meters; helps the team plan work methods; ensures needed tools, equipment and supplies are taken to the work site; oversees use of personal protective equipment and safe work practices.

Provides training, mentoring and coaching with assigned staff; ensures new employees are properly trained.

Leads and participates in troubleshooting service problems including broken or clogged lines and in determining best practices for repairs.

Leads and participates in operating tapping machines to make taps and service connections; sets meter boxes and meters.

Leads and participates in the construction of new water and sewer lines; lays pipe; repairs and replaces lines and related facilities including hydrants and valves.

Leads and participates in right of way clearing.

Leads and participates in inspection of sewer lines and elimination of blockages, raising and repair of manholes, and smoke testing of new lines.

Leads and participates in line locations for other utilities and contractors.

Operates loaders, back hoes, track hoes, tractors, track hoes, dump trucks, air hammers, tampers, pipe threading machines, tapping machines, trenchers, air compressors, and boring machines.

Connects and disconnects water service; reads meters; inspects service for leaks; flushes hydrants when needed; locates water lines to avoid damage by other contractors or utilities.

Installs hydrants, meters, valves, clamps, and related pipeline apparatus; sets meter boxes; repairs and replaces fire hydrants; tests meters.

Meets with citizens and contractor to explain Authority policies and procedures and solve problems.

Trains new workers; provides technical performance coaching and feedback, guidance and

leadership to crew members; insures proper work methods and safety practices.
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Leads and participates in maintenance and minor repair of tools and equipment; insures that proper tools and equipment are taken to the work site to avoid work delays.

Leads and participates in ensuring work zone safety for crew and the public.

Prepares records of work activities; enters work orders into data base; reviews maps and blue prints; ensures maps are updated with changes during construction.

Additional Job Duties

Fills in for coworkers in their absence.

Performs other related tasks as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of the tools, materials and equipment used in the installation, replacement, maintenance and repair of utility lines and appurtenances.

Considerable knowledge of a variety of maintenance and manual methods and tasks involved in the installation, maintenance, repair and replacement of utility lines and appurtenances.

Considerable knowledge of the use of construction equipment and common hand and power tools.

Considerable knowledge of the safe use and operation and preventive maintenance of common automotive and mechanical equipment.

Considerable knowledge of the hazards and safety precautions required by the work.

Working knowledge of the application of information technology to the work unit.

Working knowledge of the Authority's water and sewer customer service policies and procedures.

Skill in the operation of heavy construction equipment.

Skill in customer service excellence and teamwork.

Ability to establish and maintain effective working relationships with supervisors, co-workers and the public.

Ability to read utility line maps and operation and service manuals, to understand and follow oral and written instructions, and to prepare records of work activities.

Ability to solve problems in maintenance, repair and customer service.

Ability to maintain records of work activities.

Ability to provide positive leadership, orient new employees, inspire teamwork, provide training, coaching and feedback to assigned staff.

Physical Requirements

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

Must be able to perform very heavy work exerting up to 100 pounds of force occasionally; 50 pounds of force frequently; and 20 pounds constantly.

Must possess the visual acuity to operate mobile equipment such as loaders and dump trucks in a safe manner to fit pipes and other parts, read gauges, and make written records.

Desirable Education and Experience

Graduation from high school and considerable experience in maintenance or construction of water or related utilities including some supervisory training; or an equivalent combination of education

of experience.

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Special Requirements

Possession of valid class A North Carolina commercial driver's license.

Possession of a grade B water distribution system operator certification and grade III wastewater collections system operator certification.

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