



City of Irving Job Description

Utility Section Chief

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	36332	Reports To (Job Title):	Utility Maintenance Supervisor

PURPOSE

To oversee, guide and perform utility services work for the Water Utilities Department involving installation and complex maintenance work on large and small meters, meter testing and repair including planning, organizing and assigning work for individuals and crews and providing technical leadership for projects as well as reviewing completed work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Oversee, supervise and perform maintenance and repair work including work on large and small meters, reviewing services for possible leaks and handling related customer issues; inspect work to ensure work matches specifications and correct deficiencies when necessary.
- Coordinate, train and cross-train utility services employees to perform assigned work; establish schedules and methods for performance of assigned outcomes, which includes planning and prioritizing work; record and respond to performance deficiencies.
- Provide and/or coordinate staff training regarding technical utility services operations.
- Supervise staff members, which includes assigning work, evaluating performance and work completion, and participating in interviewing and hiring.
- Obtain assignments and report work results using automated work-order system, maintain records of work time and material and equipment used; input data into payroll software.
- Purchase necessary equipment and supplies according to City regulations.
- Ensure proper care of equipment, vehicles, and tools and perform preventative maintenance and repairs.
- Prepare reports which may include reports regarding project status and/or employee performance.
- Ensure the safety of assigned crew, which includes erecting appropriate work barricades and safety measures and attending safety classes for first aid, defensive driving, confined space and CPR; assist with confined space training; calibrate atmospheric monitors.
- Answer questions and provide information to the public, which includes investigating requests and/or complaints.
- Operate equipment including but not limited to leak detection equipment, metal detector, line tracer, gas monitor, colorimeter, trimble GPS unit, vac trailer, jackhammer, air compressor, backhoe, mini-excavator, large vac truck, crew truck with crane, dump truck, frontend loader, and forklift.
- Perform heavy construction as necessary to complete projects.
- Respond to after-hours trouble calls on emergencies.
- Report observations regarding performance levels of assigned crew members to supervisor.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Test water quality.
- Maintain inventory of supplies.
- Repair equipment needed to perform duties.
- Assist in conducting studies and surveys.
- Ensure public health and safety related to the full scope of maintenance and repairs for utility infrastructure.
- Ensure regulatory standards and requirements for water and wastewater systems are followed.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 10 - 15 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

May make purchases of materials or equipment with the use of a P-card or request for a Purchase Order.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School Diploma or GED to meet basic requirements established by the Texas Commission on Environmental Quality (TCEQ) and additional technical training.

EXPERIENCE

- Three (3) years of progressively responsible experience in water/sewer repairs, or meter installation, maintenance, testing and repair.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, Texas Class A commercial driver's license.
- Minimum of a C water license from the Texas Commission on Environmental Quality (TCEQ).

KNOWLEDGE OF

- Operation/Maintenance Techniques: The repair requirements for large and small meters and the full range of utility services infrastructure.
- SCBA Equipment: Proper use of an SCBA or cascade unit.
- Federal, State and local regulations related to utility construction and repairs.
- Office Software: Current word processing, presentation, spreadsheet and database programs used by the city.

- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as geographic database, utility billing, and work order management software.
- Maintenance Principles: Processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.
- Construction Principles: Materials, methods, and the appropriate tools to construct and install appurtenances, utility infrastructure, structures, and buildings.
- Safety: Basic traffic safety laws, confined space entry parameters, trench excavation and shoring use.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.

SKILLS AND ABILITIES IN

- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: establishing and maintaining positive working relationships with those contacted in the course of work.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Service Orientation: Actively looking for ways to help people.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Planning: Sensing the environment and setting goals and objectives.
- Problem Sensitivity: Telling when something is wrong or likely to go wrong.
- Written & Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Judgment and Decision Making: Weighing the relative costs / benefits of a potential action.
- Self-Management: Working independently and with minimal supervision.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Visualization: Imagining how something will look after it is moved or rearranged.
- Basic Technical Reasoning: Reading plans, prints, and one-line diagrams.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Contacts include coordinating work activities with staff, supervisors and managers from other departments and visiting with vendors to learn more about materials and equipment used for assigned repair and maintenance operations.

EQUIPMENT AND PROPERTY

Employee must use a wide variety of manual and power tools and equipment which may include equipment such as jack hammer, specialized leak detection equipment, metal detector, line tracer, Trimble GPS Unit, backhoe, mini-excavator, vac truck/trailer, front-end loader, tap machine, concrete cutters, missiles, horizontal boring machines, cranes, generators, pipe bender and threader, ventilation equipment, air compressors and light towers.

In addition, office equipment such as computers, copiers and printers are used.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or smell. Frequently, s/he is required to balance, carry, drive a vehicle, sit, stoop, talk, stand, and/or walk. Occasionally, s/he is required to climb, kneel, lift up to 100 pounds, pull, and/or push. Rarely, s/he is required to crawl or run.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee regularly is exposed to a dirty and hazardous environment, blood-borne pathogens, extreme vibrations, confined work space which includes manholes and vaults as well as trench excavation, electrical hazards including very high voltage/currents, extreme temperatures or weather conditions, air contamination, noise, toxic or caustic materials, and/or traffic hazards.

This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment may be loud.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.