

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Lead Storm Drain/Wastewater Collections Specialist*
Department: *Public Works*
Reports To: *Operations Manager*
Status: *Non-exempt / Non-union*

Job Summary:

Responsible for day-to-day division customer services, crew supervision, operations, maintenance, safety, reports, special projects and emergency services. Performs difficult as well as regular jobs such as checking lift stations, cleaning sewer lines, mowing and grading, installing catch basins, pipes and flood controls. Has extensive knowledge of the City's systems, equipment and facilities. Attends construction meetings, and assists in division planning, budgeting and maintenance management program functions. May provide back up for the division in the absence of the Operations Manager.

Essential Job Functions:

Work activities involve multiple skills and may include any or all of the following depending on area of assignment, crew needs, emergency services, special projects, and seasonal factors:

1. Lead and direct day-to-day storm drain and wastewater collections division activities; allocate work projects, resources, materials and equipment to assigned staff and work crews, along with instructions.
2. Coordinate day-to-day division activities with homeowners and other divisions as necessary.
3. Train and develop division specialists. Responsible for on-the job coaching, workshops and specialty skills training. Assess training needs (e.g. new equipment, customer service, safety). Assure ongoing training and continued education.
4. Provide continuous information and training for conducting work according to sound safety standards, policies and practices. Assure participation of all employees in daily, weekly and ongoing tailgate meetings and workshops.
5. Oversee and serve as a resource to division specialists and other staff on division operations, management, customer services, emergency services, and regulatory compliance.
6. Oversee and operate equipment units such as the camera van, vactor, sweeper, loaders, backhoe, single and tandem-axle dump trucks or other equipment. Be responsible for equipment and vehicle servicing.
7. Perform difficult as well as regular field, office and customer service duties such as checking lift stations, cleaning sewer lines, mowing and grading, installing catch basins, pipes and flood controls.
8. Devise and adapt tools, aids, equipment, work methods and procedures to enhance customer service and accomplish work assignments.
9. Establish and maintain effective and cooperative working relationships with co-workers, supervisors, City officials, other City departments, and the general public to handle customer complaints and interact in a courteous and appropriate manner, sometimes in stressful situations.
10. Respond, with the Operations Manager, to emergency service matters, direct crew activities and help coordinate division activities with fire, police and other agencies.
11. Coordinate the division's response to customer and public inquiries. Oversee or perform duties such as assessing concerns or complaints, problem solving, and follow-up with customers or the public, storm drain and wastewater collections specialists, supervisory personnel or other colleagues.
12. Direct and perform designated duties of the Operations Manager, when appropriate, in handling day-to-day complaints, reports, and coordination with other divisions and departments.
13. Assist in division long and short range planning, special projects, budgeting and reports.

Associated Job Functions:

1. Attend various workshops, continuing education, meetings, seminars, and conferences.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Knowledge and ability to layout jobs and work plans; arrange for crews, equipment parts, and supplies; oversee job safety; and conduct meetings and other start-up functions.

- Knowledge of specialized and complex storm drain and wastewater collections emergency service, maintenance, safety, and repair practices, and Federal, State and City regulations.
- Knowledge of applicable OSHA/WISHA safety regulations and standards, and the ability to implement, train or ensure training of staff in the safe and effective operation of equipment and facilities.
- Knowledge and ability to lead, train, direct, empower and develop the skills of storm drain and wastewater collections specialists, special project teams, and seasonal workers, with ability to cross train other public works staff.
- Knowledge and ability to back-up the Operations Manager and assist in maintenance management system activities, planning, budgeting and supervisory functions.
- Good judgment and problem-solving skills to lead division activities; assess and resolve critical, unusual and complex problems.
- Good oral and written communication skills to perform lead duties and provide information, communication, and coordination with City staff, outside agencies and the general public.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to assess and respond to critical customer service concerns.
- Ability to enforce, interpret and apply written and oral instructions as well as City ordinances and applicable regulations and standards.
- Ability to represent the storm drain and wastewater collections division and crews with other workers, customers, and the general public, and be a resource on complex and sensitive problems, issues and complaints.
- Ability to oversee and proficiently operate specialized and departmental equipment such as the camera van, vector, asphalt/concrete saws, gas powered tampers, single and tandem axle dump trucks, front-end loaders, tractors, equipment trailers and backhoes as well as hand and power tools.
- Ability to maintain Storm Drain/Wastewater Collections Specialist II performance requirements such as required for day-to-day jobs and inspection duties, response to emergency calls, traffic control and safety, customer service and complaints; reading and interpreting blue prints, specifications, maps, and technical materials; locates; as well as skills with computers and associated software, the maintenance management system and mobile radios.

Working Environment and Physical Demands:

Work is typically performed outdoors and in sewers and storm drains under dirty, uncomfortable, noisy and hazardous traffic conditions, and in all types of weather conditions. Work requires manual dexterity, hearing and visual acuity, and the ability and stamina to perform heavy manual labor during a work shift. Crawl, climb, bend, twist, stoop, kneel, operate equipment and perform repetitive moving of items in excess of 50 pounds. Work may be performed in confined spaces, elevated areas requiring fall restraints. Requires ability to wear and work with respirators and other safety equipment. May involve exposure to hazardous chemicals or blood borne pathogens. Work also involves equipment operation in heavy traffic and excavating in proximity to overhead and underground utilities. Weekend and after-hours work is sometimes required as well as after-hours response to situations and emergencies.

Experience and Training Requirements:

- High school graduation or GED equivalent **with** continuing education and workshops, **and**
- Five (5) years of progressively responsible experience with a minimum of three (3) years as a Storm Drain/Wastewater Collections Specialist II **and** two (2) years in public works with extensive and complex leadership, training, supervisory skills and customer services problem solving.
- Must have and maintain Washington State Department of Transportation certification in flagging, traffic control and safety, as well as CPR and Industrial First Aid certification within six (6) months of hire date.
- Must obtain and maintain a certification in Washington Wastewater Collections Association Group II within four (4) years of hire date.
- Must be able to obtain and maintain other certifications in specific areas of work as necessary.
- Must pass Criminal Background and Driver's Abstract check prior to hire.
- Must have valid Washington State Driver's License and a good driving record.
- Must have valid Commercial Driver's License (CDL) Class A with a tanker endorsement preferred, including Medical Certification, at time of hire.
- Must pass drug screening at time of hire and periodically at the City's option.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 95

Revised: NWM/HR 7/04, HR/PW 1/09, HR 3/12

FLSA: Non-exempt

Salary Range: --

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.