

**CITY OF NORTH AUGUSTA, SOUTH CAROLINA  
JOB DESCRIPTION, SEPTEMBER 2017**

**JOB TITLE: UTILITY WORKER I  
DIVISION: WATER OPERATIONS/WASTEWATER OPERATIONS  
DEPARTMENT: PUBLIC SERVICES**

**GENERAL STATEMENT OF JOB**

Under general supervision, installs, maintains and repairs water and sewer lines for the City of North Augusta. Locates and unclogs wastewater lines as needed. Operates City-owned vehicles in order to transport materials and/or workers to job sites. Operates track hoes, backhoes and other heavy equipment in order to dig holes for installing and/or repairing lines. Transports heavy equipment. Clears Utility Right-of-Ways. Completes various reports such as water line service installation reports, daily production reports, sewer line installation reports, street cut activity reports; submits all reports in a timely manner. Provides 24 hour emergency coverage as required. Reports to the Utilities Foreman.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Repairs water distribution and irrigation lines.

Repairs wastewater collection and customer service lines.

Installs water mains lines and service taps.

Installs wastewater main lines and service taps.

Cleans and maintains wastewater lines.

Clears Utility Right-of-Ways.

Receives customer complaints.

Receives and/or reviews information such as direct orders from Foreman or Supervisor and equipment operating manuals.

Prepares and/or generates documents to include heavy equipment inspection reports and daily production reports.

Refers to water distribution manual, safety operating manual, standard operating procedures, wastewater collection manuals and equipment operating manuals.

Interacts and communicates with various groups and individuals to include immediate crew members, customers and the general public.

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Operates a variety of machinery and equipment such as a company vehicle, dump truck with air brake trailer, backhoe, track hoe and a skid steer.

Utilizes various hand and power tools such as cut off saw, tapping machines, ground tamps, socket sets, grease guns, etc.

### **ADDITIONAL JOB FUNCTIONS**

Asphalts SCDOT, Aiken County, City of North Augusta and private roadways and trails.

Pours concrete for SCDOT, Aiken County, City of North Augusta and private curb lines and sidewalks.

Lays sod, performs ground maintenance and ground repair of public and private properties.

Assists with construction at the Recreation Facility.

Maintains and repairs heavy equipment and small engines.

Reads meters as required.

Performs related duties as required.

### **ESSENTIAL SAFETY FUNCTIONS**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a High School Diploma supplemented by nine to twelve months of experience in utilities or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess a valid state driver's license.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds) and occasionally heavier weight (up to 80 pounds).

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor.

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**Language Ability:** Requires ability to read a variety of policy and procedure manuals, technical manuals, construction plans, etc. Requires the ability to prepare reports, records, forms, etc., with proper format. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public.

**Numerical Aptitude:** Requires the ability to use arithmetic such as addition, subtraction, summations, minuends, differences, remainders, etc.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles and heavy equipment.

**Manual Dexterity:** Requires the ability to make precise movements with fingers, hands, arms, legs and feet.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a moderate degree.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the Public Utilities Department as they pertain to the performance of duties of the Utility Worker I. Has thorough knowledge of the organization of the Department and of related departments and agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to help ensure department compliance with all applicable standards, codes, regulations, policies and procedures. Has thorough knowledge of municipal water / sewer utilities services and related methods of construction, operation and maintenance. Has thorough knowledge of and skill in mechanical and plumbing maintenance and repair work. Has knowledge of the machinery, materials and supplies required for daily maintenance and operations. Is able to operate heavy equipment with safety. Is able to troubleshoot and analyze system performance and take necessary steps to ensure the provision of reliable, safe and uninterrupted water / sewer services for customers. Has knowledge of applicable occupational hazards and safety precautions. Is able to work effectively despite occasional exposure to heat / cold, odors, toxic agents / hazardous materials, noise, wetness, humidity, electric currents, machinery hazards, dusts, vibrations, working in confined spaces, traversing uneven terrain, etc. Knows how to react calmly

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and quickly in emergency situations. Is able to provide effective supervision of assigned crews. Has the ability to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Has the ability to offer training and assistance to co-workers and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret technical materials pertaining to the responsibilities of the job. Is able to prepare required records and reports with accuracy and in a timely manner. Has knowledge of the terminology used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of basic mathematics.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

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**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**