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Resolution: 020926-F

**Job Title:** Field Services Crew Leader

**Department/Division:** Water Division

**Reports To:** Field Services Supervisor

**Direct Reports:** Field Service Technicians

**Salary Class/Salary Grade:** Classified/Grade 19

**Employment Status/FLSA:** Full-time Regular/Non-exempt

**GENERAL DESCRIPTION:**

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This position leads a field crew engaged in the maintenance and operation of the water distribution system in and around the City of Alabaster, Alabama.

This work involves the installation, maintenance and repair of water mains and service lines. Work involves installing, repairing or replacing broken water mains and service lines, tapping water mains, boring under concrete and asphalt surfaces to install service lines, cutting and removing asphalt and concrete, the restoration of work sites, the installation and repair of fire hydrants and water system flushing. Work also includes contact with customers to assist with maintaining water service and involves the disposition of complaints. Assignments are received orally from a Crew Leader or Supervisor and work is reviewed in progress and upon completion.

**ESSENTIAL JOB DUTIES:**

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Rotates on call to respond to after-hours work orders and/or emergencies. Assists the on-call technician when needed
- Leads crews and participates in the installation, repair and replacement of water mains and service lines in accordance with Board standards
- Leads crews and participates in the tapping of water mains for the installation of water services, meters and fire hydrants, inspects water meters for leaks and makes necessary repairs

- Leads crews and participates in repairing cuts in pavement, meets with utility companies concerning the location of water mains, ensures lines are marked and photographs are taken before and after project completion. Calls in line locates and verifies utilities are located prior to excavating a site
- Installs barricades at work sites and assigns a flagman when necessary to ensure the safety of the employees and the general public
- Responsible for completing preventive maintenance of all equipment and vehicles used in performance of job duties
- Operates and trains others on the proper operation of tapping machines, pipe saws, jackhammers, trenchers, road boring machines, back hoes, and other manual and motorized equipment
- Drives service truck or equipment to and from work site. Operates backhoe or other equipment required to complete assigned work
- Investigates customer complaints and resolves situations where possible
- Responsible for keeping the assigned vehicle clean, organized and properly stocked to perform daily assignments
- Acts as lead to assist plumbers and contractors in locating water mains and service lines and takes precaution to avoid damage to existing utilities
- May perform welding and minor repairs to vehicles or equipment
- Directs and participates in cleanup of the work area and equipment upon project completion. This includes timely completion of all yard repairs on a customer's property
- Collects and transports water samples for testing.
- Assures that crews adhere to the Water Board's Safety Program by actively reviewing job site for proper use of PPE (safety glasses, hearing protection, safety vests, gloves, etc.), and ensures proper signage and flagging when appropriate
- Trains and mentors subordinate employees
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of Board standard specifications, ADEM regulations, occupational hazards, safety protocols, materials, equipment, processes, and techniques used in the operation and maintenance of water systems
- Ability to efficiently prioritize and direct the activities of work crews
- Ability to operate and train subordinate employees on the efficient and safe operations of required equipment, including, but not limited to, backhoes, tractors, mini excavators, dump trucks and other heavy equipment as needed
- Ability to recognize and develop potential through coaching and mentoring employees
- Ability to communicate clearly and concisely orally and in writing
- Ability to understand and follow oral and written instructions
- Ability to establish and maintain effective positive relationships with coworkers, customers, contractors, and vendors; representing Alabaster Water Board in a professional manner
- Knowledge of basic computer functions

## **MINIMUM QUALIFICATIONS:**

- High School Diploma or equivalent
- Must possess at minimum a Grade II Water Certification from the Alabama Department of Environmental Management (ADEM)
- Must possess and maintain a valid Class A Commercial Drivers' License (CDL) with acceptable driving record
- Must be able to speak, read and write English
- Must be able to pull call and be available for after hour call-outs
- Must maintain residence within 30 minutes of main office in Alabaster, AL
- 5+ years' experience installing and repairing water mains and service lines
- Ability to operate the following proficiently and safely: vactron, dump truck, skid steer, backhoe and mini excavator for safely uncovering underground utilities.
- Proficiency in water quality sampling and reporting

The work requires physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, digging, climbing in and out of trenches, or similar activities; recurring lifting of moderately heavy items such as 50-pound couplings, chop saws, and other large power tools. Work is completed outside in all safe weather elements.

**This position requires lifting:** Up to 50 pounds

**This position has the following special vision requirements:** Ability to read information both in print and electronically.

**ENVIRONMENTAL WORKING CONDITIONS:** The following physical conditions and hazards may be encountered while working in this position: weather, uneven surfaces

*I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.*

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date

*I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.*

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date