



City of Phoenix

Utility Crew Chief

Job Code:	53050	Job Function:	Utility Services
Salary Plan:	001	Grade:	032
FLSA:	Nonexempt	Labor Assign:	ASPTEA
Benefit Cat:	007	EEO-4:	Service Maintenance
SOC:	51-1011.00	Last Revision:	October 2020

The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the essential functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to direct and oversee the work of employees engaged in the operation, maintenance, inspection, and repair of the City's water and wastewater infrastructure or the accurate identification, locating, and marking of City of Phoenix water, wastewater, and reclaimed infrastructure in compliance with Arizona Blue Stake Law and represents the City to citizens and contractors when addressing utility locating issues. Incumbents are subject to periodic rotation and are expected to be able to perform effectively in any of the assigned areas within the respective divisions.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Utility Supervisor or other manager.

Supervision is exercised over Senior Utility Technicians, Utility Technicians, Utility Technician Trainees, Backhoe Operators, Utility TV Technicians, and/or Utility Specialty Technicians.

ESSENTIAL FUNCTIONS:

- Schedules and provides direction to staff; completes performance evaluations of staff; trains new and existing staff; handles personnel issues, and conducts research as necessary
- Responds to emergency issues to ensure proper remedial action is taken, solutions are implemented, and all reporting is completed
- Performs project management including scheduling parts and materials for projects, scheduling jobs, planning street or lane closures, and managing the needed tools, equipment, and materials
- Interprets and explains departmental policies, procedures, and programs to customers and staff
- Participates in supplemental budget recommendations and projections
- Maintains preventative maintenance schedules and programs per manufacturers recommendations and recognizes industry standards for all Water Distribution or Wastewater Collection maintenance and repair activities
- Performs inventory control, conducts research, tracks vehicle mileage, reviews productivity, reads construction plans/as-built drawings, modifies quarter section maps
- Investigates and resolves customer complaints
- Updates management on daily operations, important developments, short and long-range goals, work activities, employee performance, coaching, and training
- Schedules and coordinates the preventative and corrective maintenance of division equipment and tools
- Maintains, manages, and updates utility location, barricade, shoring, and road plate requests



City of Phoenix

- Provides feedback for the development, implementation, and revision of operational and safety policies and ensure they are being followed
- Provides input to management for employee hiring, disciplinary action, and coordinates staff professional development, safety, and environmental and technical training
- Adheres to industry and City safety standards, policies, practices, and procedures, in accordance with government standards such as AZ811, OSHA, and MAG
- Delivers outstanding customer service
- Establishes and maintains open communication with all internal and external customers; to include co-workers, contractors, residents, and other City departments.
- Informs immediate supervisor of daily operations, important developments, and work activities
- Maintains regular and reliable attendance

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Methods, materials, tools, and equipment used in the installation, maintenance, and repair of the water distribution or wastewater collection system or utility locating
- Hazards inherent to water or wastewater maintenance work and safety measures to be observed including confined space entry procedures, trench safety regulations, personal protective equipment policies, and other safety issues inherent in the work
- Work order and asset management system
- Principles and practices of supervision

Ability to:

- Work cooperatively with other City employees
- Treat others with respect
- Assist with training employees in the construction and maintenance work required
- Communicate orally with customers, clients, or the public in either a face-to-face, one-on-one setting, or by using a telephone
- Prepare, review, and approve work orders, timesheets, notes, inventory usage, and all associated attachments in the asset management system
- Perform basic math calculations such as addition, subtraction, multiplication, division, and percentages
- Work in extreme weather conditions including extreme heat, thunderstorms, high winds, humidity, sudden temperature changes
- Move heavy objects (50 pounds or more) short distances (20 feet or less)
- Read and interpret GIS utility maps in various formats, manuals, and work orders

Additional Requirements:

- Possession of an Arizona Department of Environmental Quality Grade III certification in Water Distribution or Wastewater Collection (depending on assignment) by the end of probation
- For Utility Locating: Possession of an Arizona Department of Environmental Quality Grade III certification in Water Distribution or Wastewater Collection and a Grade I certification in the other discipline by the end of probation
- Appropriate certification must be maintained as a condition of employment in this job classification
- This classification requires the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record



City of Phoenix

- Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Pre-employment drug testing is required for all positions
- Employees in CDL Tester positions may be required to pass an Arizona Department of Transportation physical exam and possess the appropriate commercial driver's license
- Employees in CDL Tester positions will be subject to unannounced alcohol and drug testing as a condition of continued employment

ACCEPTABLE EXPERIENCE AND TRAINING:

- Four years experience in construction, maintenance, and repair of water distribution and/or wastewater collection systems, and/or identify, locating, and marking water, wastewater, and reclaimed water infrastructure in compliance with state law
- Experience must include one year of lead experience at a level equivalent to Senior Utility Technician or Utility Specialty Technician
- Other combinations of experience and education that meet the minimum requirements may be substituted.