

# CITY OF TUALATIN

## Classification Description

**Job Title:** Utility Technician III  
**Department:** Operations  
**Reports To:** Division Manager  
**FLSA Status:** Non Exempt

**SUMMARY:** Employees in this classification will act as the lead under the Division Manager and plan, assign and review the work of division employees. Performs a full range of construction, installation, maintenance, and repair duties related to City infrastructure systems and facilities. Operates heavy equipment such as vactor trucks and dump trucks. Employees in this classification will not exercise formal authority in areas such as discipline, grievances, promotions, hiring, and employee evaluations, but may act as Water Division Manager in his or her absence.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following, other duties may be assigned.

Acts as the lead under the Division Manager and plans, assigns and reviews the work of division employees. Trains new and existing staff. Ensures field crew follows safety procedures.

Performs a full range of construction, installation, maintenance, and repair duties related to City infrastructure systems and facilities.

Updates Manager on daily operations, important developments, short and long term goals, work activities, employee coaching and training.

Procures items and services as necessary within the division following established Departmental and City policies and Procurement Regulations.

Schedules and coordinates customer service visits for the Division.

Schedules and coordinates preventative and corrective maintenance on all Divisional infrastructures.

Participates in Departmental committees as assigned.

Schedules and coordinates the preventive and corrective maintenance of Division equipment and tools.

Operates heavy equipment such as a high-velocity sewer cleaner, backhoe, dump truck, loader, bulldozer, etc., as required.

Performs manual labor such as digging ditches, installing and maintaining street signs, removing obstacles and debris from roadway and adjacent areas, and hand-loading and unloading all types of materials. Contacts homeowners and other affected parties regarding service shutdowns, changes in service and other situations which may affect them.

Performs routine maintenance and preventive maintenance tasks on City vehicles and equipment.

Conducts research as necessary,

Performs project management,

Maintains control of inventory.

Interprets and explains departmental policies, procedures and programs to customers.

Participates in budget recommendations and projections for the Division

Actively and effectively participates in professional development by attending training opportunities, classes, correspondence courses, seminars and conferences.

May act as the Division Manager during his/her absence.

Drives to city facilities, vendors, training programs, and meetings as necessary.

**SUPERVISION:** Employees in this classification will provide guidance and technical assistance to Division employees. Works under the direction of the Division Manager, providing direction to division employees on specific work activities and projects, but will not exercise formal authority in areas such as discipline, grievances, promotions, hiring, and employee evaluations. Independence of action is required.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Certificates, Licenses, Registrations:** Possession of a valid Oregon Commercial Driver's License and class A CDL. And, dependent upon area of assignment, either:

- A. Possession of State of Oregon Grade III certification in the area of responsibility, or
- B. State of Oregon Pesticide Applicators certificate for Ornamental Turf, Herbicide and/or Fungicide or Right of Way and certification as an Arborist through the International Society of Arboriculture and Playground Safety certification.

**Technical Skills and Abilities:** Requires general knowledge of the rules of safe operation of equipment and the precautions to be taken in order to avoid accidents. General knowledge of the appropriate tools, equipment, methods, materials and procedures used in maintenance or construction work. Skill in the effective and safe operation of equipment or tools assigned.

Ability to follow oral and written instruction and to provide direction to others. Ability to perform strenuous manual tasks and to withstand exposure to variable weather conditions. Ability to establish and maintain effective working relationships with other employees and the general public. Ability to perform tasks in a safe and efficient manner and to instruct others in safe work procedures.

**EDUCATION and/or EXPERIENCE:** Five years of experience as a Utility Technician II or Lead Position in the field of concentration with two years experience in general maintenance and construction work including operation of heavy equipment. High school diploma or general education degree (GED) plus two years college-level coursework or specific training in specialized field. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

**Computer Skills:** Basic computer skills. Ability to use Asset Management programs, Microsoft suite and email.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts; fumes or airborne particles and outside weather conditions. The employee is frequently exposed to wet and/or humid conditions; toxic or caustic chemicals and risk of electrical shock. The employee is occasionally exposed to high, precarious places; extreme cold; extreme heat and vibration. The noise level in the work environment is usually loud