



Council Agenda Report

From: Meg Williamson, Assistant City Manager

Subject: Maintenance Specialist I/II/III, Technician I/II, and Technical Supervisor I/II Job Classification Refinements and Revisions to Certification Requirements

Date: March 21, 2017

Facts

1. The City organizes and deploys employee resources in accordance with work demands and categorizes the resulting work assignments in a manner consistent with a Job Classification system.
2. Refinements to job classifications are necessary from time to time to ensure that designated work qualifications / skill set / education / licensure & working titles are properly aligned with the prescribed needs of the organization.
3. The following revisions and refinements are recommended in response to changes in Public Works wastewater and Community Services fleet division work needs:

Maintenance Specialist I/II – Maintenance Specialists in wastewater have previously worked only in collections, but now are needed to assist with operations at the new treatment plant. A revision is necessary to clarify the certification requirements between the two (collections and operations). A Grade I Wastewater Collection Systems Maintenance certificate is required for those employees working in collections. There are no certification requirements for those working in the treatment plant. Working titles for each of the positions have been added for clarification.

Maintenance Specialist III – Similar to the MSI/II classification, a revision is necessary to clarify the certification requirements between collections and operations assignments in wastewater. The Maintenance Specialist III – Collections will be required to obtain a Grade III Wastewater Collection Systems Maintenance certificate. The Maintenance Specialist III – Treatment Plant will be required to obtain a Grade II Mechanical Technologist *or* a Grade II Electrical/Instrumentation Technologist certificate. Working titles have been added for each of the positions as well.

Technical Supervisor I/II – The Wastewater Division has not previously had a supervisor over collections, only operations (with the working title of Chief Plant Operator). It is foreseeable that the supervision of collections and operations will become separate spans of authority similar to the way the Water Division's work is organized. Revising the working title and certification requirements for Wastewater Technical Supervisor I will prepare for this transition.

Technician I/II – Many city vehicles/equipment require a Class A driver's license to operate. The City's in-house mechanics need the ability to drive these vehicles, and therefore, must hold the necessary license to do so. The revision adds the driver's license requirement from a B to A for Equipment Mechanic.

4. The City engaged in a "meet and confer" process with representatives of the SEIU Local 620. Representatives have acknowledged that the City has met the requirement to meet and confer.
5. Each of the Job Classifications proposed for revision is attached. Revisions are shown in the "track change" format.
6. No changes to salary schedule or employee compensation will result from these classification revisions.

Options

1. Take no action;
2. Revise job classifications and reclassify job positions;
3. Provide alternative direction.

Analysis and Conclusions

Option 1. Taking no action would maintain the status quo of the existing Job Classification system. Doing so would perpetuate a misalignment with the day-to-day operational needs of the City and the way employee resources and skill sets are currently and/or needed to be deployed.

Option 2. The revisions proposed to the Job Classification system are mainly “housekeeping” in nature and reflective of the organizational work needs that have come about with the complexities of the new wastewater treatment plant. The revisions will allow the city to properly recruit, train and deploy employees to serve the operational needs of the wastewater systems.

Option 3. If the City Council determines there are operational or resource needs outside of the currently proposed Job Classification revisions, it would be appropriate to provide alternative direction to be analyzed by staff and presented at a future date for City Council consideration.

Fiscal Impact

There are no fiscal impacts identified with the job classification revisions.

Recommendation

Approve draft Resolution 17-xxx modifying the Maintenance Specialist I/II/III, Technician I/II, and Technical Supervisor I/II Job Classifications.

Attachments

1. Resolution 17-xxx approving Job Classification revisions
2. Job Classifications – Exhibits A-D

RESOLUTION NO. 17-XXX

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EL PASO DE ROBLES
MODIFYING THE JOB CLASSIFICATIONS OF MAINTENANCE SPECIALIST I/II & III,
TECHNICAL SUPERVISOR I/II, AND TECHNICIAN I/II

WHEREAS, the City organizes and deploys employee resources in accordance with work demands and categorizes the resulting work assignments in a manner consistent with a Job Classification system; and

WHEREAS, refinements to job classifications are necessary from time to time to assure that designated work qualifications / skill set / education / licensure & working titles are properly aligned with the prescribed needs of the organization; and

WHEREAS, the following Job Classifications are proposed for revisions in order to properly recruit, train and deploy employee resources that serve the operational needs of the city:

- Maintenance Specialist I/II
- Maintenance Specialist III
- Technical Supervisor I/II
- Technician I/II

WHEREAS, the City engaged in a "meet and confer" process with representatives of the SEIU Local 620 with regard to these classification changes; and

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF EL PASO DE ROBLES DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. All of the above recitals are true and correct and incorporated herein by reference.

Section 2. The revised Job Classifications (Attachments A through D) are to be established as shown.

APPROVED this 21st day of March, 2017, by the following vote:

AYES:
NOES:
ABSENT:
ABSTAIN:

Steven W. Martin, Mayor

ATTEST:

Kristen L. Buxkemper, Deputy City Clerk

MAINTENANCE SPECIALIST I/II

DEFINITION

Under direct or general supervision performs a variety of semi-skilled work in the construction, modification, maintenance, repair and operation of City infrastructure, including parks, streets, traffic controls and structures, storm drains and sanitary sewers, water and wastewater systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Maintenance Supervisor or designated manager.

CLASS CHARACTERISTICS

Maintenance Specialist I is the entry-level in this maintenance class series. Initially under close supervision, incumbents with basic maintenance experience learn City facilities, use of tools and equipment and a wide variety of practices and procedures. As experienced is gained, assignments become more varied and are performed with greater independence. This class is alternately-staffed with Maintenance Specialist II and incumbents may advance to the higher level after gaining the knowledge, skill, experience, licenses and certifications which meet the qualifications for and demonstrating the ability to perform the work of the higher-level class. This class may also be used for temporary or part-time staffing as determined by the needs of the City.

Maintenance Specialist II is the experienced-level in this maintenance class series, capable of performing a wide variety of work to ensure that the City facilities and infrastructure are maintained in a safe and effective working condition. Responsibilities include performing all operational and maintenance activities in the assigned area, depending upon the immediate needs of the City. While incumbents may possess craft or journey-level skills in one or more areas of activity, all are expected to be able to perform basic maintenance and repair in all areas of assignment. This class is distinguished from Maintenance Specialist III by the latter's lead, special assignment and advanced training and certification requirements.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Services and maintains streets, traffic controls and structures, storm drains and sanitary sewers, water and wastewater systems, buildings, grounds and/or equipment for the City owned facilities; inspects, diagnoses and troubleshoots basic equipment and operating problems, performs repairs and installs new equipment; responds to emergency or special event requests; performs preventative maintenance; tests and inspects completed work as required for specific job function; reports and recommends repairs needing outside contractors.
- Establishes a safe work area and coordinates activities with employees and the public, as safety rules require.
- Performs assigned custodial work.
- Performs basic construction and remodeling to City facilities.
- As qualified and assigned, operates specialized equipment such as sweepers, heavy trucks, backhoes, loaders and related construction equipment.

- Assists other employees with their tasks as necessary.
- Interacts with the public to answer questions, explain applicable laws, rules, and regulations, and investigate complaints.
- Determines the type of materials, supplies, machinery, or tools to be used for each project; may purchase materials and supplies from established suppliers with appropriate authorization; prepares materials for use.
- Provides consultation or expert advice to management when necessary.
- May use gas or arc welding equipment to cut, heat, weld or braze.
- May check and record well residuals; read electric, hours, and flow meters.
- May coordinate, assist and oversee contract labor.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Maintenance principles, practices, tools and materials for maintaining and repairing assigned systems and facilities.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Systems of lighting controls, plumbing repair and installation, electrical motor repair and troubleshooting, playground equipment regulations and repair, and pool operation and repair, as applicable.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Applicable federal, state and local codes and regulations.
- Basic mathematics.

Skill in:

- Performing semi-skilled construction, modification, maintenance and repair work on assigned systems, facilities and equipment such as found in the City.
- Locating underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations.
- Troubleshooting maintenance problems and determining materials and supplies required for repair.
- Skillfully and safely using and maintaining tools and equipment related to the work.
- Making accurate arithmetic calculations.
- Reading and interpreting construction drawings and specifications when applicable.
- Maintaining accurate logs, records and basic written records of work performed.
- Understanding and following oral and written directions.
- Working independently or in a team situation.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, is qualifying. A typical way to obtain the required qualifications would be:

Maintenance Specialist I: Equivalent to graduation from high school and one year of construction, maintenance or repair experience related to the assigned work.

Maintenance Specialist II: In addition to the above, two years of semi-skilled maintenance experience related to the assigned work at a level equivalent to the Maintenance Specialist I.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Water Maintenance Worker I: Requires the possession of or the ability to obtain a Grade I Water Distribution Systems Maintenance certificate within a one-year timeframe.

Water Maintenance Worker II: Requires the possession of or the ability to obtain a Grade I Water Treatment and a Grade II Water Distribution Systems Maintenance certificate within a one-year timeframe.

| Wastewater Maintenance Worker I-Collections: Requires the possession of or the ability to obtain a Grade I Wastewater Collection Systems Maintenance certificate within a one-year timeframe.

| Wastewater Maintenance Worker II-Collections: Requires the possession of or the ability to obtain a Grade II Wastewater Collection Systems Maintenance certificate within a one-year timeframe.

The one-year time frame for certification may be extended at the discretion of the Executive Manager.

Some of the positions in this classification may require specific licenses and/or certifications. For example: Distribution System Operator Certification I/II, Self Contained Breathing Apparatus Certification, Certified Pool Operator or Aquatic Facility Operator, Playground Safety Inspector Certification, Class B Driver License with tanker and airbrake certification, Class A Driver License, Pesticide Certification.

Physical Demands:

The physical demands 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.

Must possess strength, stamina and mobility to perform heavy physical work, use varied hand and power tools, operate a motor vehicle and heavy construction equipment and lift and move materials and equipment weighing to 60 pounds, unassisted, and heavier weights with the use of proper equipment; visions to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio.

Other Requirements:

May be available for regular standby assignments and work emergency overtime as required and in accordance with existing Memoranda of Understanding. Must be willing to work out of doors in all weather conditions and with exposure to traffic, fumes, odors, dust and potentially hazardous chemicals and conditions.

Typical Working Titles included in this classification:

Maintenance Worker I or II:

Fleet/Building Maintenance Worker

Parks Maintenance Worker

Street Maintenance Worker

Water Maintenance Worker

Wastewater Maintenance Worker-Collections

Wastewater Maintenance Worker-Treatment Plant

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.

MAINTENANCE SPECIALIST III

DEFINITION

Under general supervision, provides lead direction, training and work review to one or more maintenance crews on projects, at assigned sites or in areas of specialty; performs a variety of specialized skilled and semi-skilled work in the construction, modification, maintenance, repair and operation of City infrastructure, including streets, parks, traffic controls and structures, storm drains and sanitary sewers, water and wastewater systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Public Works Supervisor or designated manager. The incumbent may train and provide lead supervision to Maintenance Specialists I and II as well as temporary workers.

CLASS CHARACTERISTICS

This is the advanced-journey/lead level class in the maintenance class series. Positions are allocated at this level because work assignments require either advanced skills and/or certification necessary in the performance of more complex maintenance assignments, or lead responsibilities where direction is exercised at one or more job sites when a supervisor cannot oversee on a regular basis or where a particular job site or project is of sufficient complexity or size that on-going work direction is necessary on a daily basis. Incumbents are expected to both monitor and coordinate work site activities and to perform physical work of both a skilled and semi-skilled nature. This class is distinguished from Public Works Supervisor by the latter's management, budgetary and departmental administrative support responsibilities in addition to assigning, supervising, reviewing and evaluating the work of Maintenance Specialists I, II and III.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Services and maintains streets, parks, traffic controls and structures, storm drains and sanitary sewers, water and wastewater systems, buildings, grounds and/or equipment for the City owned facilities; inspects, diagnoses and troubleshoots basic equipment and operating problems, performs repairs and installs new equipment; responds to emergency requests; performs preventative maintenance; tests and inspects completed work as required for specific job assignment.
- Establishes a safe work area and coordinates activities with employees and the public, as safety rules require.
- Performs basic construction and remodeling to City facilities.
- Coordinates and provides for facility usage to ensure successful City activities.
- Completes monthly reports and maintains basic records of work performed and materials and supplies used.
- Directs and reviews the work of one or more crews performing construction, maintenance and repair assignments.
- Maintains many aspects of City facilities including electrical systems, HVAC, plumbing systems, roof, janitorial services, contract work, locks and door hardware, and audio-visual systems.

- May coordinate and review the work of contract staff required for public works maintenance assignments.
- Operates specialized equipment such as sweepers, heavy trucks, backhoes, loaders, hydro-sewer cleaners and related construction equipment.
- Reports the need for major contract repair or maintenance of facilities and equipment.
- Interacts with the public to answer questions, explain applicable laws, rules, and regulations, and investigate complaints.
- Determines the type of materials, supplies, machinery, or tools to be used for each project; may purchase materials and supplies from established suppliers with appropriate authorization; prepares materials for use.
- Provides consultation or expert advice to management when necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic supervisory principles and practices.
- Methods of trouble-shooting maintenance and repair projects.
- Maintenance principles, practices, tools and materials for maintaining and repairing assigned systems and facilities.
- The operation and minor maintenance of a variety of hand and power tools, vehicles and power equipment.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Applicable codes and regulations.
- Safe driving rules and practices.
- Traffic control procedures and traffic sign regulations
- Maintenance principles, practices, tools and materials for maintaining and repairing water distribution systems, including water hydraulics, valves, pipe materials and water service components, as applicable.
- Maintenance principles, practices, tools and materials for maintaining public parks, as applicable.
- Systems of lighting controls, plumbing repair and installation, electrical motor repair and troubleshooting, HVAC system control with program management, playground equipment regulations and repair, and pool operation and repair, and other construction-related knowledge, as applicable.
- Basic mathematics.

Skill in:

- Providing lead direction and work review to public works maintenance staff.
- Training staff in work procedures.
- Performing skilled and semi-skilled construction, modification, maintenance and repair work on assigned systems, facilities and equipment such as found in the City.
- Operating specialized street maintenance and repair equipment and sewer-cleaning equipment, as applicable.
- Setting up and operating a traffic area construction zone, including cones, barricades and flagging, as applicable.
- Locating underground utilities by use of blue prints and electronic locating equipment in accordance with Underground Service Alert (USA) regulations, as applicable.

- Troubleshooting maintenance problems and determining materials and supplies required for repair.
- Skillfully and safely using and maintaining tools and equipment related to the work.
- Making accurate arithmetic calculations.
- Reading and interpreting construction drawings and specifications.
- Maintaining accurate logs, records and written records of work performed.
- Working independently or in a team situation.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school and two years of experience in performing semi-skilled public works maintenance experience in a variety of craft areas at a level equivalent to the City's classes of Maintenance Specialist II.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Water Maintenance Worker III: Requires the possession of or the ability to obtain a Grade II Water Treatment and a Grade III Water Distribution System Operators certificate.

Wastewater Maintenance Worker III-Collections: Requires the possession of or the ability to obtain a Grade III Wastewater Collection Systems Maintenance certificate within a one-year timeframe.

Wastewater Maintenance Worker III-Treatment Plant: Requires the possession of or the ability to obtain a Grade II Mechanical Technologist or a Grade II Electrical/Instrumentation Technologist certificate within a five-year timeframe.

The time frame for certification may be extended at the discretion of the Executive Manager.

Other positions in this classification may require specific licenses and/or certifications. For example: Self Contained Breathing Apparatus Certification, Certified Pool Operator or Aquatic Facility Operator, Playground Safety Inspector Certification, Class B Driver License with tanker and airbrake certification, Class A Driver License, Pesticide Certification.

Physical Demands:

The physical demands 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.

Must possess strength, stamina and mobility to perform heavy physical work, use varied hand and power tools, drive a motor vehicle and heavy construction equipment and lift and move materials and equipment weighing to 60 pounds, unassisted, and heavier weights with the use of proper equipment; visions to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio.

Other Requirements:

May be available for regular standby assignments and work emergency overtime as required and in accordance with existing Memoranda of Understanding. Must be willing to work out of doors in all weather conditions and with exposure to traffic, fumes, odors, dust and potentially hazardous chemicals and conditions.

Typical Working Titles included in this classification:

Fleet/Building Maintenance Worker
Parks Maintenance Worker
Street Maintenance Worker
Water Maintenance Worker
Wastewater Maintenance Worker-Collections
Wastewater Maintenance Worker-Treatment Plant

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.

TECHNICAL SUPERVISOR I/II

DEFINITION

Under general supervision, directs the daily activities of a Public Works utilities division through appropriate delegation, technical skills, training and/or work supervision; provides administrative, skilled, and technical expertise and performs a variety of support tasks involving the operation, enforcement, maintenance, customer service and problem resolution of City-wide water and wastewater systems and functions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from the Water Resources Manager or Wastewater Resources Manager within a framework of legal requirements, policies and established standards protocols and processes, with independence of action to meet changing operational conditions. Provides direct supervision to various levels of plant operation, field maintenance, and technical staff.

CLASS CHARACTERISTICS

Class oversees day-to-day operations related to water and wastewater treatment, water distribution and wastewater collection systems. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of federal, state and local water quality, biosolids and air quality regulations, as well as departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public.

Technical Supervisor I is the entry-level supervisory class in the series and is characterized by the handling of a reduced variety and complexity of assignments and requires a lower level of professional certification.

Technical Supervisor II is the advanced level supervisory class in the series and is characterized by the higher level of responsibility, professional certification and experience necessary to be a Chief Plant Operator. Incumbent handles a higher range of assignment variety and complexity and displays increasing professional/technical knowledge and skills.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Plans, oversees and evaluates the operation and maintenance of the City's potable water treatment plant, wells and off-site potable water storage facilities.
- Plans, oversees and evaluates the operation and maintenance of the City's lift stations, and collection systems.
- [Plans, oversees and evaluates the operation and maintenance of the City's wastewater treatment plant.](#)
- Provides factual information, guidance, or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances to staff or external organizations, agencies and businesses related to area of assignment.

- Researches and resolves difficult service problems which include internal and external issues, applying rules, laws, ordinances, regulations, policies and procedures and appropriate judgment to meet service needs.
- Confers with department representatives, other agencies and employees regarding administration and interpretation of department policies and procedures.
- Assists with the development of performance standards, operating procedures, and reporting systems.
- Ensures that the administrative and technical functions and daily operations of the department/division are effectively carried out.
- Compiles budget estimate information for staffing, supply, and equipment requirements for a work unit; monitors budget and expenditures for compliance with department goals and policies.
- Prepares a variety of special technical reports and studies.
- Informs management of departmental issues including present and potential work problems and suggestions for new or improved way of addressing such problems.
- Organizes and maintains various administrative, confidential, reference and follow-up files, records and databases; purges as required.
- Receives visitors and telephone calls; responds to written and verbal requests from a variety of agencies and organizations, City staff, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to water and wastewater activities.
- Conducts field inspections to evaluate compliance with City ordinances, State and federal laws, and other requirements, including suggestions for correcting non-compliance.
- Monitors changes in laws, regulations and technology that may affect division operations; implements changes to policies and procedures after approval.
- Attends meetings, conferences, workshops and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Provides input regarding long term performance goals associated with water and wastewater activities.
- Performs other duties as assigned.

Examples of duties when performing the supervisory function include, but are not limited to:

- Screens and assigns workload; plans, prioritizes and assigns tasks and projects; counsels, trains and coaches staff, assists in developing performance standards; monitors work, develops staff skills and evaluates performance; identifies training needs and provides training for staff.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council.
- Federal, state, and City codes, regulations, policies, agreements, technical processes and procedures related to City and its public utilities.
- Operation, cleaning and maintenance of water [distribution systems and treatment plants](#) and/or wastewater [collection systems and](#) treatment plants and related equipment.
- The operation and maintenance of [pumping and](#) piping systems, including hydraulics, telemetry, valves and related equipment.
- Supervisory principles and practices, including work planning, assignment, review and evaluation.
- Applicable laws, rules and regulations.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing, techniques for preparing informational materials and the standard format for reports, correspondence and other written materials.
- English usage, spelling, grammar and punctuation.

- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Occupational safety and health rules and regulations including safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone

Skill in:

- Providing varied and responsible work requiring the use of independent judgment, tact and discretion.
- Interpreting, applying, explaining, and implementing policies, procedures, and technical processes.
- Leadership, coordinating staff, and delegating tasks.
- Troubleshooting maintenance problems and determining materials and supplies required for repair.
- Reading and interpreting construction drawings and specifications.
- Conducting standard chemical and physical tests of water, wastewater and related materials.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Effectively representing the department and the City in meetings with community groups and various business, professional, educational, regulatory and legislative organizations.
- Using English to communicate effectively both verbally and in writing
- Compiling information from varied sources and preparing accurate records and reports.
- Composing correspondence, informational materials and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system.
- Taking a proactive approach to customer services issues.
- The use of standard computer software including word processors, spreadsheets, and databases.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Technical Supervisor I:

Equivalent to graduation from high school and four years of skilled operations and/or maintenance experience of facilities and/or equipment.

Technical Supervisor II:

Equivalent to four years' experience as a Technical Supervisor I and two years of increasingly responsible experience in a related field; including two years in a supervisory or lead capacity. Equivalent to an Associate's Degree from an accredited college, university or trade school in a field related to the work assigned is desired.

Supplemental education in supervisory or business coursework along with experience in dealing with the public, working in a public agency setting and in working in an organization that will have provided a knowledge of the departmental function to which assigned is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver’s license and have a satisfactory driving record.

Wastewater Collections Supervisor: Must possess a Wastewater Collection System Grade III Maintenance certification.

Water Supervisor: Must possess a Water Treatment Certification II and Distribution Certification IV.

Wastewater Chief Plant Operator: Must possess a Wastewater Treatment Operator IV certification.

Water Chief Plant Operator: Must possess a Water Treatment Certification III and a Distribution Certification IV.

Physical Demands:

Must possess strength, stamina and mobility to work in a water treatment plant, wastewater facility and/or field and office settings and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and a two way radio. Must possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; physical stamina to perform maintenance repair work, work on uneven terrain and lift and carry equipment and materials weighing up to 100 pounds.

Other requirements:

Attendance at off-hours meetings and response to off-hours emergencies may be required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Typical Working Titles included in this classification:

Technical Supervisor I:

Wastewater Collections Supervisor
Water Supervisor

Technical Supervisor II:

Water Chief Plant Operator
Wastewater Chief Plant Operator

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.

TECHNICIAN I/II

DEFINITION

Under direct or general supervision provides technical expertise and performs a variety of technical and field support tasks involving the operation, enforcement, maintenance and problem resolution of departmental and/or Citywide systems and functions; and performs related work as required. Responsibilities differ, depending upon the technical expertise required within the department or function assigned.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from assigned administrative and/or management staff.

CLASS CHARACTERISTICS

Technician I is the entry and first working level in the Technician series. Incumbents work under supervision and learn the basic assignments of a functional area or assist with the conduct of the more challenging and technically difficult assignments. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. The work requires the application of policies, procedures and regulations and involves frequent contact with city employees and the public. This class is alternately staffed with the Technician II class and incumbents may advance to the higher-level class after obtaining the knowledge, skills, experience, licenses and certifications, if required, that meet the qualifications for the higher-class level and demonstrating the ability to perform the work of the higher-level class.

Technician II is the journey-level class in the Technician series. Incumbents coordinate and participate in technical support work for a department or function by performing multiple duties to ensure efficient City service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from the Technician III in that the latter requires a deeper understanding of specific technical functions, and an ability to supervise and lead the technical support function within the organization or assigned department.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Performs, monitors and coordinates the daily technical operations of assigned areas and maintains appropriate records.
- Receives visitors and telephone calls; and/or provides factual information or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances.
- Responds to written and verbal requests from a variety of sources; provides information to City staff, regulatory agencies, other organizations and the public.

- May provide information and assistance to the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices.
- May perform routine and preventative maintenance on equipment and facilities; diagnose, troubleshoot, and repair problems within assigned area of expertise.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- Calculates, checks and tabulates standard arithmetic or statistical data related to field and office work; may summarize such information and prepare periodic numerical reports.
- Performs technical field, office and computer-aided studies, evaluates data collected and makes recommendations to appropriate staff and prepares periodic and special reports based on findings.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, reference and follow-up files, records and databases; purges as required.
- May prepare specifications, plans, estimates, presentations, technical illustrations, and reports related to specific area of expertise.
- May conduct inspections to evaluate compliance with City ordinances, state and federal governmental laws and other requirements; reports failures or operating difficulties and makes suggestions for correcting non-compliance.
- May operate, adjust and maintain electrical, mechanical or computer equipment to execute job-related responsibilities and to assure maximum efficiency of processes, standards, and regulations.
- May collect and log a variety of samples from various locations throughout the City.
- May perform a variety of moderately complex and standard tests and analysis on samples, following approved procedures.
- May perform quality control tests on procedures and equipment for State accreditation purposes.
- May draft standard operating procedures for required tests and analyses.
- May calculate, collect, and account for fees and other monies collected using City ordinances and fee schedules.
- May secure and compare information regarding price, quality, availability and other pertinent data for material, supply and equipment purchases; analyzes and makes recommendations; ensures items are properly stored; may update inventory and generates inventory reports for reference.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices and new developments in assigned work areas.
- Observes safe work methods and safety precautions related to the work.
- May coordinate special projects that vary depending on department to which assigned.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- May attend a P.O.S.T. certified basic academy, participating in and passing all required classes designed to provide an overview of the Criminal Justice System which includes training in various laws, police procedures, law enforcement techniques, first aid, weapons, and physical fitness.
- May perform a variety of support duties, not requiring a sworn Police Officer.
- May respond to calls for service regarding accidents, emergencies, crimes, threats, altercations and/or requests for aid.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Federal, state, county, and City codes, regulations, policies, laws, rules, agreements, technical processes and procedures related to City and departmental activities.
- Operations, services, and activities for the assigned department.
- The care, maintenance and operational requirements of assigned equipment.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Occupational safety and health rules and regulations.
- Principles, practices, and safe work methods used in collecting, processing, logging, storing, and safeguarding property and materials including hazardous materials.
- Procedures and methods for providing services and information to the public including those related to collecting, maintaining, and releasing information, files, and documents.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Standard broadcasting procedures of a radio system.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone.

Skill in:

- Learning the functions and procedures for the department to which assigned.
- Interpreting, applying, explaining and implementing policies, procedures, technical processes and computer applications related to the City, department or organizational unit to which assigned.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Responding to and effectively prioritizing multiple phone calls, visitors and other requests for service.
- Compiling information from varied sources and preparing accurate records and reports.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing assigned work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Collecting and analyzing data and making appropriate recommendations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Preparing clear, concise, factual, and thorough reports and statements.
- Entering and maintaining accurate data and information in communication systems.
- Operating equipment and assigned vehicle in a safe manner.
- Exercising tact and judgment in responding to public inquiries and resolving complaints and problems.

- Reacting quickly and calmly in emergency or hazardous situations and adopting an effective course of action.
- Working under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Understanding and following oral and written instructions.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Technician I and II: Equivalent to graduation from high school. Completion of 12 semester units from an accredited college, university or trade school in a field related to work assigned is desired.

Technician I: One year of technical support or experience related to the work assigned. Experience working in a public agency setting is desirable.

Technician II: Three years of responsible technical experience working in an organization which will have provided knowledge of the departmental function to which assigned. Experience working in a public agency setting is desirable.

Licenses and Certifications:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Laboratory Technician I: Requires the possession of or ability to obtain and maintain a Grade I California Water Environmental Association (CWEA) Laboratory Certification within a six month timeframe.

Wastewater Plant Operator I: Must possess the ability to obtain a California class B driver's license with tanker & airbrake endorsement within 6 months of employment. Requires the possession of or the ability to obtain and maintain, a Grade I Wastewater Treatment Plant Operator certification within a one-year timeframe. May also require Confined Space Entry and Self Contained Breathing Apparatus certifications.

Water Plant Operator I: Requires the possession of or ability to obtain a Grade I Water Treatment and Grade II Water Distribution Certifications within a one-year timeframe. Also requires Confined Space Entry certification.

Laboratory Technician II: Requires the possession of a Grade II California Water Environmental Association (CWEA) Laboratory Certification.

Wastewater Plant Operator II: Must possess a California class B driver's license, with a tanker and air brake endorsement. Requires the possession of or the ability to obtain and maintain a Grade II Wastewater Treatment Plant Operator certificate within a one-year timeframe. Also requires Confined Space Entry and Self Contained Breathing Apparatus certifications.

Water Plant Operator II: Requires the possession of or ability to obtain a Grade II Water Treatment and Grade II Water Distribution Certifications within a one-year timeframe. Also requires Confined Space Entry certification.

Building Inspector: Ability to obtain certification as a Building Inspector by an accredited body within a one-year timeframe.

Equipment Mechanic: Must possess the ability to obtain a California class A driver's license within a one-year timeframe. Requires the ability to obtain and maintain, an ASE certification within a one-year timeframe.

Community Services Officer: Must possess and maintain a P.O.S.T. approved Penal Code 832 certification as well as a CPR and First Aid within twelve months of appointment. A California Association of Code Enforcement (CACE) or Southern California Association of Code Enforcement Officers (SCACEO) certification as a Code Enforcement Officer is desirable.

Police Officer Recruit: Upon successful completion of the California P.O.S.T. Basic Police Academy, must possess a valid P.O.S.T. Basic Law Enforcement Academy Certification of Completion at the time of appointment to Police Officer classification. Must possess and maintain a P.O.S.T. approved Penal Code 832, CPR and First Aid certifications within twelve months of appointment.

The one-year time frame for certification may be extended at the discretion of the Executive Manager.

Physical Demands:

The physical demands 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.

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and/or a two-way radio; and/or possess mobility to work in a standard shop setting and use power and hand tools and equipment and a computer; and/or mobility to inspect various field sites; and/or mobility to work in a standard wastewater treatment plant setting, and use specialized test equipment, hand and power tool and instrumentation; physical stamina to work in confined spaces, around machines, and to climb and descend ladders; and/or ability to perform maintenance repair work, operate heavy equipment, work on uneven terrain and lift and carry equipment and materials weighing up to 60 pounds, unassisted; and/or vision to read charts and gauges and smell to identify odors.

Other Requirements:

Attendance at off-hours meetings may be required. Must be available for regular and emergency standby, weekend assignments, and work emergency overtime as required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Plant Operator I/II: Work in this class requires wearing respiratory protective equipment at times; when assigned to such work, facial hair must be shaven when it interferes with the safe fitting of respiratory protective equipment.

Community Services Officer/Police Officer Recruit: Must be able to work rotating shifts for days and evenings.

Typical Working Titles included in this classification:

Technician I:

Equipment Mechanic
Laboratory Technician I
Plant Operator I, Wastewater/Water

Technician II:

Community Services Officer
Engineering Technician
Equipment Mechanic
Laboratory Technician II
Planning Technician
Plant Operator II, Wastewater/Water
Police Officer Recruit

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.