

# ***CITY OF MONTGOMERY***

## **POSITION DESCRIPTION**

**Position Title:** Service Worker I

**FLSA Status:** Non-Exempt

**Reports to:** Service Department Supervisor

**Civil Service Status:** Unclassified

### **General Function:**

Is responsible to the Service Department Supervisor for all unskilled and semi-skilled functions of the Service Department including, street maintenance and repair, capital improvement programs, operation of Hopewell Cemetery, park maintenance, special events, storm water management, and maintenance of City-owned buildings, equipment, and facilities. In the absence of a Service Department Supervisor, assumes responsibility and accountability for effective completion of work assignments. Is committed to the mission, vision, and values of the City through ethical conduct, community stewardship, individual initiative and responsive service. Demonstrates leadership, management and technical skills through effective collaboration, using team resources, progressive decision making and personal responsibility.

### **Competencies:**

#### **Leadership**

Exhibits behavior consistent with the mission, vision and values of the City of Montgomery.

Furtheres the mission, vision and values of the City through excellent customer service, creative problem solving, decision making, and stewardship of City resources.

Engages in and supports the long-term direction of the department through progressive strategic planning and departmental goal setting that is responsive to the needs of the community.

Contributes to a learning/thinking/renewing department through customer feedback and continuous improvement.

Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.

Demonstrates emotional intelligence in day-to-day work, decision-making and problem solving.

Initiates and suggests actions to improve departmental and City operations, employee performance, morale and work methods.

Demonstrates a commitment to provide and require excellent customer service through cooperative team and individual efforts.

## **Communication**

Provides suggestions, advice and support to supervisor, department head, other City employees, employee teams, and the City's customers.

Communicates the City's mission, vision and values through words and actions.

Communicates effectively, both orally and in writing with the supervisor, department head, City employees, employee teams and the City's customers.

Works cooperatively with all City employees toward the common goal of providing high quality services.

Exhibits excellent interpersonal and human relationship skills.

## **Management**

Participates in development and mentoring of co-workers to achieve a cohesive work unit consistent with the City's mission, vision, and values.

Is accountable for the delivery of quality services and work product as a part of the overall departmental and City-wide strategic direction, goals and objectives.

Contributes to a superior work culture through participation in training and mentoring to develop leadership, management and technical skills in all employees.

Assists fellow employees with developing and implementing programs and objectives to improve departmental and City-wide efficiency.

Effectively manages multiple assignments and priorities to ensure the fulfillment of projects, tasks and responsibilities.

Assists in the preparation of, and adherence to, operational and capital budgets and exhibits good stewardship of the organization's resources.

Suggests and carries out procedures to assure the highest standards of risk management, employee safety and risk avoidance.

## **Technical Tasks**

Performs maintenance and repair on building facilities, public streets, storm sewers, drainage channels, City buildings, public parks, equipment and machinery, trims trees, shrubs, etc.; cuts grass; performs rough carpentry and concrete work; paints and stains buildings and structures.

Operates department equipment and vehicles effectively and safely.

Accepts responsibility and accountability to be on call and respond to emergency situations during evenings and weekends.

Has ability to work effectively alone or as part of a work team, observes, recognizes and reacts appropriately to dangerous situations.

Demonstrates mechanical aptitude and familiarity with a variety of tools and equipment; ability to maintain and repair power tools; ability to operate heavy equipment.

Performs all job duties in compliance with the established rules and regulations of the Public Works Department and the City of Montgomery.

Trains departmental employees.

Demonstrates accountability and responsibility for completion of work assignments in the absence of a department supervisor; provides responsive and timely feedback to supervisory staff on status and progress of work activities.

Promotes safe work practices and ensures compliance with City safety policies.

Assists in the development of operating procedures, policies, rules and regulations.

Evaluates the purchase of City equipment; inventories department supplies and assists with preparation of orders and specifications for supplies and equipment.

Prepares letters, reports, purchase requisitions, legal notices, memos, and other written documents.

Attends meetings, seminars, conferences, and other related events.

Maintains individual knowledge and skills to be able to carry out all duties of position.

Reviews and investigates complaints and requests for service(s).

Maintains professional certifications and training through attendance at related trainings and conferences and membership in professional organizations and other professional affiliations.

Handles other responsibilities and duties as assigned or needed.

**Equipment Used:**

Uses equipment and vehicles including backhoes, tractors, aerial lift trucks, commercial mowers, dump trucks, snowplows, chain saws, power tools, etc., possibly in inclement weather and hazardous conditions. Uses automobile and current office equipment including computer, telephones, copier, calculator, fax machine, paging equipment, digital mapping equipment and plotters, and two-way radios. Also uses ARCVIEW software/Geographic Information Systems.

**Location of Work and Physical Requirements of Position:**

Must be able to safely and effectively operate a motor vehicle, as well as heavy and motorized equipment under normal and emergency conditions; demonstrate physical strength and dexterity in the use of hands and feet; work requires extensive walking, standing, running on varying types of terrain and irregular surfaces; must be able to move/transport oneself from one work site to another; must be able to perform heavy lifting, dragging, and pushing; requires climbing, working from heights, balancing, stooping, kneeling, crouching, crawling, reaching, fingering, grasping, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; requires working in adverse weather; requires ability to work flexible shift hours (to include nights and weekends); and be able to deal with stressful conditions in a calm and professional manner; must be able to work in off-site locations, including residential structures. Work is performed primarily in the Montgomery Service Center, throughout the physical environs of the City, and wherever mutual aid necessitates a response.

**Minimum Requirements for the Position:**

High School diploma or G.E.D., Ability to interact effectively with the public, agencies, and staff at all levels. Must possess a working knowledge of building, grounds, vehicle and street maintenance and construction. Must possess mechanical aptitude and familiarity with a variety of tools and equipment; ability to operate and maintain power tools; ability to operate service department equipment; familiarity with traffic laws and safety rules. Must pass physical exam and be free of medical conditions that would preclude one from performing said functions or that would pose a threat to the health or safety of oneself or others; must have knowledge of current office equipment and procedures including computer data entry and retrieval; demonstrated leadership skills and abilities; ability to maintain effective working relationships; ability to communicate effectively orally and in writing; must possess a valid driver's license from state of residency.