



## CITY OF CITRUS HEIGHTS

### SENIOR MAINTENANCE WORKER

#### DEFINITION

To perform specialized and varied skilled and semi-skilled technical maintenance work related to area of assignment, including but not limited to, building and grounds, fleet, drainage, and/or transportation activities; assist with customer service issues and service requests requested on campus and in the community as needed; and to perform special projects and assignments as necessary.

#### DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class within the Maintenance Worker series. This class is distinguished from the other classes within the series by the level of responsibility assumed, complexity of duties assigned, and by the independence allowed to operate and make decisions in performing assignments. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and are expected to act as a lead and train staff, including assigning and monitoring work.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

May provide technical and functional supervision over less experienced maintenance personnel.

#### EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Perform skilled and semi-skilled maintenance duties related to area of assignment, including but not limited to, building, grounds, fleet, drainage, and/or transportation.

Implement procedures and practices related to area of assignment; ensure compliance with City standards and requirements; and, ensure that emergency situations are responded to in a timely manner and City needs are met.

Assist with general maintenance activities related to infrastructure in the community, including lighting and landscape areas; medians and public right-of-ways, bus stops, and other areas of the business district or residential areas.

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Follow-up on a variety of maintenance related customer service needs out in the field as needed to support the activities of the General Services Department. This may include picking up trash, removing basketball hoops, and other miscellaneous duties.

Provide back-up and assistance to other technical positions in the General Services Department during storms and flooding, emergency situations or key critical projects.

Perform duties as needed when assigned to standby duty or on-call to provide after-hours emergency assistance related to storm activities, streets, or other issues.

Respond to customer service issues related to area of assignment; respond to concerns or complaints and take appropriate corrective action.

Demonstrate a full understanding of applicable policies, procedures and work methods associated with assigned duties; evaluate assigned work projects; estimate time, materials and equipment necessary for the successful completion of the project; acquire necessary resources as is appropriate; assist in the development of work plans, procedures and schedules.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

When assigned to Building, Grounds and Fleet:

Perform general maintenance, upkeep and repair of City buildings, grounds and vehicle fleet.

Perform specialized and difficult tasks in the installations and maintenance of office furniture and interior office space and construction of facility improvements such as doors, windows and building hardware.

Perform tasks necessary to facilitate City and public use of facilities and grounds, including private rental arrangements.

Implement improvements and changes to the building, grounds and landscaping including setting up for meetings and special events as needed.

Perform specialized and difficult tasks associated with the operation and maintenance of HVAC equipment, solar power, equipment, and other power generating equipment used in City facilities including diagnosis and minor repairs.

Perform performs specialized and difficult tasks associated with plumbing, irrigation, carpentry, painting, electrical, and mechanical and construction projects as needed to maintain the City's facilities.

Assure security of buildings and opening or locking of facilities after hours.

Troubleshoot automotive fuel systems and electrical wiring to determine repairs required. Maintain vehicle maintenance schedules, perform vehicle safety inspections. Perform minor vehicle maintenance.

Monitor City fleet and building safety equipment such as fire extinguishers and AED/Defibrillators to ensure compliance with established maintenance schedules.

When assigned to Drainage:

Remove vegetation and debris within creeks and channels to improve flow during storm events.

Respond to storm related calls and emergency situations; provide assistance so that service will be provided or restored.

Coordinate and assist with work of tree contractors for routine and emergency work.

Provide sandbags to residents in emergency situations, as needed.

Provide roadside drainage maintenance.

When assigned to Transportation:

Perform tasks associated with transportation and roadside maintenance projects including those performed with or by other agencies.

Perform roadside maintenance functions including base repair, striping, lines, legends, and thermoplastic.

Perform tasks associated with graffiti prevention and clean up.

Provide street sweeping and street lighting maintenance.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of safety management.

Principles and practices of maintenance and construction as related to area of assignment.

Methods and techniques of proper and effective use of maintenance tools, equipment and materials.

Basic office procedures, methods.

Principles and practices of good customer service.

Techniques and principles of effective interpersonal communication.

Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

Ability to:

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

On a continuous basis, know and understand operations, and observe safety rules. Intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others.

Perform all maintenance functions, as assigned.

Perform routine safety checks and minor servicing of vehicles and equipment.

Make arithmetic calculations.

Solve problems and make quick decisions in an emergency; read, interpret and follow Material Safety Data Sheets (MSDS), blueprints, schematics, and operating instructions and manuals.

Remember characteristics of specific types and brands of equipment; exercise good judgment; work well under the pressure of deadlines and in emergency situations; effectively lead a team; provide alternatives and recommend solutions for specialized and/or difficult technical problems.

Prepare neat and accurate work and inventory records and reports.

Compute time and material forms and records.

Safely uses power and hand tools and equipment; safely drive, operate, clean, and maintain vehicles and equipment.

Work hours necessary, including evenings and weekends, to meet the requirements of the job.

Work scheduled and emergency overtime; be available for call back, as required; and to change work periods and work days dependent on operational requirements of the City.

Perform daily record keeping and reporting.

Provide technical and functional supervision and training to less experienced staff.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Use a computer with proficiency and familiarity.

### Experience and Training

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

#### Experience:

Two years of responsible journey level experience similar to a Maintenance Worker II with the City of Citrus Heights.

#### Training:

Equivalent to the completion of the twelfth grade, additional training in area of specialty is desirable.

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License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

PHYSICAL AND ENVIRONMENTAL REQUIRMENTS

Intermittently, sit while operating a vehicle or large piece of equipment; walk around job sites; bend, squat, climb, kneel, and twist and reach while inspecting or repairing, digging or clearing, use various tools and equipment and lift as necessary to perform assigned duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

The incumbent may frequently drive to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including, wet, hot, cold, wind, snow, ice, and heavy vehicle traffic. Additionally, the position requires both near and far vision when inspecting work, operating assigned equipment and the ability to accurately perceive sounds. The noise level in the work environment is usually quiet to moderate when indoors and moderate to loud when outdoors. The incumbent may use fuel, cleaning and lubricating chemicals, which may expose the employee to fumes, dust and air contaminants. The nature of the work may also require the incumbent to climb ladders, work in confined spaces, use power and noise producing tools and equipment, work in heavy vehicle traffic conditions and often work with constant interruptions.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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