



## CITY OF CITRUS HEIGHTS

### MAINTENANCE WORKER I MAINTENANCE WORKER II

#### **DEFINITION**

To perform specialized and varied 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**

Maintenance Worker I - This is the entry level class in the Maintenance Worker series. This class is distinguished from the journey by the performance of the more routine tasks and duties. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as an entry class, employees may have only limited related work experience or may receive routine direction on assignments and duties regularly. Employees work under immediate supervision while learning the full range of job duties and tasks. Positions in this class are flexibly staffed and are normally filled by advancement from the trainee level.

Maintenance Worker II - This is the journey level class within the Maintenance Worker series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Incumbents handle the more complex and difficult situations and issues. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

This class is distinguished from the Senior Maintenance Worker in that the latter performs duties that require specialized knowledge and abilities and may provide technical and functional supervision of maintenance personnel.

#### **SUPERVISION RECEIVED AND EXERCISED**

##### Maintenance Worker I

Receives immediate supervision from an assigned supervisor.

##### Maintenance Worker II

Receives general supervision 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 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.
- 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 in 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.
- 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 tasks necessary to facilitate City and public use of facilities and grounds, including private rental arrangements.
- Assist in implementation of improvements and changes to the building, grounds and landscaping including setting up for meetings and special events as needed.
- Perform semi-skilled work such as plumbing, irrigation, and construction as needed to maintain the City's facilities.
- Assure security of buildings and opening or locking of facilities after hours.

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.
- Assist with work of tree contractors for routine and emergency work.
- Assist in distributing sandbags to residents.
- Provide roadside drainage maintenance.

When assigned to Transportation:

- Assist with transportation and roadside maintenance projects including those performed with or by other agencies.
- Perform roadside maintenance functions including base repair, striping, lines, and legends.
- Assist with graffiti prevention and clean up.

**MINIMUM QUALIFICATIONS**

Maintenance Worker I

**Knowledge of:**

- Basic office procedures, methods.
- Principles and practices of good customer service.
- Techniques and principles of effective interpersonal communication.
- Principles and practices of safety management.

**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.
- Learn to assist with maintenance functions duties, as assigned.
- Learn to safely use and care for tools needed for maintenance jobs.
- 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.
- Learn to 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.
- 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.

- Communicate clearly and concisely, both orally and in writing.
- Operate a personal 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:

No experience required

#### Training:

Equivalent to the completion of the twelfth grade.

#### License or Certificate:

- Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.
- Gain certification and training in various specialized maintenance, construction and emergency tools and procedures as required by OSHA and needed by the organization.

#### Maintenance Worker II

*In addition to the qualifications for the Maintenance Worker I:*

#### **Knowledge of:**

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

#### **Ability to:**

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

### **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 entry level experience related to public works maintenance in assigned area.

#### Training:

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

License or Certificate:

- Possession of, or ability to obtain, a valid California driver’s license and proof of automobile liability insurance are required.
- Gain certification and training in various specialized maintenance, construction and emergency tools and procedures as required by OSHA and needed by the organization.

PHYSICAL/SENSORY REQUIREMENTS

Intermittently, sit while operating a vehicle or large piece of equipment; walk around job sites; bend, squat, climb, kneel, and twist while performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

<b>File:</b>	Maintenance Worker I Maintenance Worker II
<b>FLSA:</b>	Non-Exempt
<b>Created:</b>	06/01/03
<b>Revised:</b>	02/17/04 – Broaden duties to allow work outside in the community. 04/01/04 – Clarified duties as part of Classification Study. 10/15/10 – Corrected EEO Language 07/03/17 – Technical updates; updates to duties for transportation assignment 07/22/19 – Updated format; Clarified certification requirement