



City of Duluth
3167 Main Street
Duluth, GA 30096
(770) 476-3434

JOB DESCRIPTION

JOB TITLE: **MAINTENANCE WORKER**

DEPARTMENT: Public Works

SUPERVISOR: Public Works Supervisor

DATE: 4/28/2005; minor typo update 8-15-2008; added Swimming Pool Operator training and certification requirements on 6/25/2009

EEO GROUP: 08 (Service-Maintenance)

FLSA: Non-Exempt

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.

JOB SUMMARY:

General:

Employees in this position perform semi-skilled, manual work which is performed alone or as part of crew, involving street repair, storm drain maintenance, building and grounds maintenance, and custodial work. Employees are required to perform heavy physical labor in all types of outdoor weather using a variety of tools and equipment.

The employee's work results in or contributes to the comfort and convenience of employees and visitors to City facilities and contributes to the upkeep and care of buildings, facilities, and grounds of the City.

Specific to the Downtown/Town Green/Festival Center Assignment:

The employee in this assignment performs semi-skilled, manual work which is performed alone or as part of crew, involving the cleaning and maintenance of the Downtown, Town Green, and Festival Center areas. Also included is assisting with set-up and clean-up of special events, and operating equipment specific to the area. Work involves interaction with other City employees, the general public, and other diverse groups. The employee is required to perform physical labor in all types of outdoor weather using a variety of tools and equipment. This position requires working various days of the week (including many weekends), and various hours of the day, which are subject to change on a weekly basis depending on the events scheduled in the area. The employee

must be able to work independently without close supervision. Some supervision for specific duties may also come from the Downtown Manager and Festival Center Manager. Will be on-call as necessary to inspect the fountain and take care of unexpected problems or emergencies.

DISTINGUISHING CHARACTERISTICS:

Maintenance Worker I is the entry-level job that all Maintenance Workers are hired at. A Maintenance Worker I, as compared to the Maintenance Worker II, is not expected to function at the same skill level and will usually exercise less independent direction and judgment on matters related to work procedures and methods.

Maintenance Worker II is the fully-proficient level in the maintenance worker series, and is available for employees who: (1) have successfully completed a 6 month “working test”, (2) have successfully completed their initial on-the-job training, (3) are qualified to perform substantially the full range of essential duties and responsibilities at a fully proficient level in their area of assignment, (4) are able to operate the full range of tools and equipment used in their assignment, and (5) possesses all knowledge, skills, and abilities required at the fully proficient level for their assignment..

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The specific duties, knowledge, skills and abilities required for each work assignment will vary. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typically, Maintenance Workers are assigned in one of three areas: (1) street, drainage and ditch repair and maintenance, (2) grounds and building maintenance, or (3) downtown, Town Green, and Festival Center grounds maintenance and custodial duties. However, Maintenance Workers are subject to reassignment at anytime in order to meet the needs of the City.

1. Performs street, drainage, and ditch repair and maintenance, including:

- resurface, repair or patch roadways with hot asphalt or “cold patch”
- break up (“fragment”) and remove pavement and sidewalks using pneumatic tools
- install and stripe speed humps
- install, maintain, and remove traffic and street signs
- repair sidewalks
- paint traffic markings on streets, crosswalks, parking lots, and curbs
- remove ice and snow from public roadways, sidewalks, and City facility parking lots
- install drainage pipes
- repair storm drains, catch basins, and storm drain pipes
- dig holes
- dig and backfill trenches
- build and maintain berms and shoulders

2. Performs grounds maintenance and custodial duties at City facilities and on City Rights-of-Way, including:

- mows grass
- removes leaves, weeds and debris from storm drains, drainage ditches, and catch basins
- removes litter and debris from roadway curbs, shoulders, medians, sidewalks, and other City rights-of-way
- plants and trims shrubs, plants, and flowers
- clears weeds and brush
- empties garbage containers in downtown business area.
- collects trash and litter
- perform painting and other building maintenance tasks

3. Performs grounds maintenance and custodial duties in the Town Green and downtown areas, and at the Festival Center, including:

- For the water fountain:
 - clean all fountain filters and screens
 - check ph balance and chlorine level of fountain water daily, add chemicals as appropriate
 - add “shock” treatment every Friday
 - set fountain to “manual” or “automatic” as requested
- Within the Town Green, Taylor Park (on weekends), and perimeter areas:
 - collect litter
 - empty, clean, and sanitize outdoor trash/litter containers
 - sweep parking area at Hill Street entrance to Festival Center
 - clean stage/dance floor of amphitheater
 - water flowers near amphitheater
 - clean drinking water fountains and maintain their cleanliness and appearance
 - clean off any sidewalk chalk, ice cream, etc. on concrete areas or brick walls
 - clean/sweep all concrete areas around Town Green
 - clear leaves and all other debris from water fountain spouts daily
 - keep sidewalk areas neat and clean (including the areas opposite City Hall)
 - clean stage, entry steps and walkways when necessary
 - in winter, keep walkways immediately surrounding the Festival Center clear of snow and ice
- In the downtown business areas:
 - collect litter
 - empty, clean and sanitize outdoor trash/litter containers
 - clean curbing, islands and sidewalks
 - maintain cleanliness and appearance, including weeding as necessary
- For special events:
 - Work special events planned at the Festival Center and Town Green as required
 - Set up tables, chairs, trash cans, barricades, parking lot signs, etc., outside of the Festival Center for events or rentals as necessary
 - Arrange and set-up/break-down equipment in rooms for City sponsored meetings and

- functions
 - Clean chairs, tables, and other equipment
- Inside the Festival Center (as requested):
 - sweep, wet/dry mop, polish and vacuum floors
 - shampoo carpets (using powered cleaning equipment), spot clean carpets as needed (including carpets on stairs)
 - wash walls, woodwork, and windows and mirrors
 - dust all City-maintained offices, office furniture and books; polish desks and other furniture
 - pick up trash and debris inside the building, empty trash containers, replace trash bags, sanitize trash cans (bleach, soap and water), and take all trash to trash dumpster
 - clean, disinfect, sanitize, and deodorize restrooms (including sinks, urinals, and toilets)
 - replenish restroom supplies (including towels, soap, toilet tissue, seat covers, and sanitary napkin dispenser)
 - clean and disinfect the kitchen and kitchen equipment (refrigerator, microwave, etc.)
 - clean tables and chairs furniture, sinks counter tops
 - replace light bulbs and clean light fixtures
 - adjust shades and blinds
 - keep interior windows and lower outdoor windows clean
 - clean air vents
 - vacuum drapes, blinds, and window sills to keep free of dust.
 - care for indoor plants (dust artificial plants, water and fertilize real plants)
 - clean up spills
 - clean and disinfect inside drinking fountains
 - set up microphones, lavaliers, lighting controls, and sound connections
 - adjust thermostats
 - set up and store whiteboards, easels, TV/VCR as needed
 - assist groups/individuals using facilities as requested/required
 - make coffee for City sponsored events/meetings and clean up afterwards
 - paint small areas, including minor-touch up work
 - clear clogged plumbing
 - perform minor, routine building repairs
 - perform minor repairs and adjustments to janitorial equipment and cleaning machines
 - shut off water to leaking plumbing fixtures and replace small gaskets/seals
 - assemble storage units or shelves and attach them to walls, hang pictures, etc.
 - assemble furniture
 - determine need for supplies and request orders as necessary
 - store and restock cleaning/working supplies
 - organize supplies and equipment in building and storage containers
 - put up Christmas and other seasonal decorations inside building, on stages, and at entrances; store decorations after use
 - maintain records of maintenance and cleaning activities
 - pick up and deliver supplies
 - checks-in linens from linen service and puts away linens
 - prevent trespassing in and around the building and notifying supervisors or police of

- any suspicious or criminal activity
- lock doors which should be locked
- lock all doors and turn off lights when securing the building at closing when no other functions are scheduled for later
- Notify supervisors when any clean or maintenance of inaccessible areas is required, when supplies are needed, when any damage to the structure or equipment is noted, when repairs to any tools or equipment are needed, or when questions arise about any work related issues
- Make signs for events and distribute announcements in the downtown areas
- Run minor errands for Festival Center Manager and Downtown Manager
- Perform other related work as needed for Downtown/Festival Center operations

All Assignments Perform These Duties as Required:

4. Maintains a safe work area, including:

- places and removes cones, barricades, warning devices, and/or directs traffic at work sites to ensure safety of work crew and public
- cleans up work sites upon completion of job
- picks up all tools and equipment
- secures the jobsite if returning later
- washes vehicles and equipment as needed
- cleans up shop areas
- maintains tools and equipment in safe and operable condition
- safely use, mix, and dilute all chemicals according to direction labels
- when operating a motor vehicle, observe safe driving principles and practices

5. May perform additional duties, including:

- erects, maintains, and takes down Veterans markers and flags; and holiday decorations
- assists other City departments as requested or required, particularly in emergency situations
- performs manual labor, including
 - moves or aids in moving heavy boxes or equipment and large bulky objects
 - loads and unloads heavy materials from truck and other vehicles
 - sets up and takes down chairs, tables, stages, and platforms at City events and/or City facilities
- directs vehicles at the dumpster area and punches dump card.
- applies larvaecide in detention ponds, creeks, catch basins, and other areas of standing water

Essential Duties and Responsibilities of All City Employees:

1. Adheres to all applicable state and federal laws; local ordinances; City and Departmental policies, procedures, rules and regulations.
2. Endeavors to continuously improve the services provided to the citizens of Duluth.
3. Makes positive suggestions for improvement

4. Performs other related duties and functions as directed, or which are readily apparent
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors
6. Works as scheduled
7. Accepts and follows instruction, evaluation and correction
8. Demonstrates interest and initiative in learning new techniques and procedures; attends scheduled training
9. Helps other employees when needed or asked
10. Assists in training new employees
11. Carries assigned workload

Peripheral Job Duties:

1. Drive and operate specialty public works vehicles (such as dump truck, bucket truck, sweeper truck, etc.).

SUPERVISION RECEIVED:

The employee performs work under close supervision of the Public Works Supervisor. Work is checked while in progress and upon completion by supervisors.

EMPLOYMENT STANDARDS:

Employees must be at least 18 years of age, and must be legally able to accept work in the United States.

Experience, Training and/or Education:

Any combination of experience, training, and education which provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the job will be considered.

A High School diploma, state-issued GED, or equivalent is required.
Previous experience in similar type of work is preferred.

Other Requirements:

Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.

1. Possession of a valid Georgia Driver's License for the type of vehicle operated is required within 30 days of hire, and must be maintained throughout employment.

2. Acceptable Motor Vehicle Record (MVR) is required and must be maintained throughout employment
3. Obtain certification in flagging and directing traffic, and maintain certification throughout employment; training available after employment
4. Obtain basic first aid and adult CPR certification, and maintain certification throughout employment; training available after employment
5. Take and pass a medical exam, physical ability test, and drug screening test
6. Must be willing to respond to after-hours emergencies and to work overtime
7. May be required to obtain and maintain Certified Pool Operator, Certified Pool Technician, or other approved certification (for City Water Fountain duties); as required by:
 - a. Administrative Rules of the Department of Human Resources (Public Health) Chapter 290-5-57-.22, and;
 - b. Gwinnett County Ordinance 54-3 which implements Sections 9-7001 through 9-7072 of the Board of Health Regulations, also known as the Gwinnett County Swimming Pool Ordinance.

TOOLS AND EQUIPMENT USED:

While performing the duties of this job, and depending on their assignment, the employee uses and operates a variety of safety equipment, hand tools, motorized equipment, motor vehicles, and chemicals, including:

Safety Equipment

Traffic safety vest, gloves, goggles, dust mask, ear protection, safety shoes, hardhats, rain gear, and two-way radio.

Hand Tools

Common hand tools, manual hedge clippers, shovel, rake, hoe, pick, mattock, axe, broom, and tampers.

Motorized Equipment

Chainsaw, riding and push power lawn mower, weed eater, gas hedge clippers, power saw, compressor, motorized tamper, jackhammer, blower/vac, pressure washer

Motor vehicles

Automobiles and pickup truck; and if assigned, specialty vehicles (such as dump truck, bucket truck, sweeper truck, Tennett sweeper, etc.).

Chemicals

Insecticide (including larvacide) and herbicides (weed killer)

Fountain chemicals (including ph adjusters [soda ash, muratic acid], shock treatment, chlorine, and filter cleaners, etc.)

Commercial cleaning products

Custodial Supplies/Equipment

Mops, mop bucket, brooms, dust pans, floor scrubbers, carpet shampoers, hand trucks, 6-foot and 12-foot ladder

Miscellaneous

Keys

KNOWLEDGE, SKILLS & ABILITIES: (fully proficient level)

The requirements listed below are representative of the knowledge, skills and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a “Fully Proficient Level.” Different job assignments may require differing knowledge, skills and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge:

Knowledge of practices, procedures, techniques, materials, tools, and equipment used in the maintenance and repair of streets, gutters, sidewalks, storm drains, and related facilities; the maintenance of grounds and building facilities, and custodial duties.

Knowledge of safe work methods, safety precautions and safety regulations related to street, gutter, sidewalk, storm drain and related facilities construction and maintenance work, the maintenance of grounds and building facilities, and custodial work; particularly in the use of cleaning products and universal precautions relating to bloodborne pathogens

Knowledge of proper sanitary and safety precautions when handling trash, garbage and other potential hazards

Knowledge of body mechanics necessary to safely lift and move heavy objects

Knowledge of Department and City policies, procedures, directives, rules and regulations

Knowledge of geography, road network, traffic patterns, public facilities, and emergency facilities of the City

Knowledge of map formats and symbols used in reading maps

Knowledge of the principles of first aid and CPR

Knowledge of the proper use of insecticides, herbicides, and water fountain chemicals.

Skill:

Skill in operation of listed tools, equipment and supplies; including manual dexterity

Skill in performing first aid and CPR techniques

Skill in properly placing cones, barricades, warning devices, and directing traffic flow at job sites

Skill in performing heavy physical labor

Skill in using body mechanics to safely lift and move heavy objects

Skill in the use of proper sanitary and safety precaution when handling trash, garbage and other potential hazards

Skill in operating a motor vehicle in a safe manner, and in using safe driving principles and practices

Ability:

Ability to perform the essential duties and responsibilities of the job

Ability to safely, effectively, and efficiently use, operate and/or apply assigned materials, supplies, tools, equipment and vehicles

Ability to read labels on products, to safely and properly mix or dilute various chemicals and cleaning products, and to learn applicable safety requirements

Ability to prepare and maintain accurate and complete records, logs, and reports

Ability to be constantly alert and aware of the hazards involved and to apply safety practices and principles in reporting and preventing accidents

Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules and regulations; and external directives

Ability to apply standard solutions to recurring situations

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to provide packaged information regarding the processes and procedures of the Downtown area and the Festival Center to the public; and to refer questions to the Festival Center Manager or Downtown Manager (specific to Downtown assignment)

Ability to provide information and explanations of the processes and procedures of the public works

department to the public

Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner

Ability to recall and relate details of incidents in order present information to concerned parties

Ability to understand, remember, and follow quickly and accurately oral, written, illustrated, or demonstrated instructions and procedures in the English language

Ability to successfully complete the Department's training programs following employment/assignment

Ability to read and interpret maps in order to find locations and to give accurate directions

Ability to read, write, speak, and understand standard American English

Ability to perform basic arithmetic operations involving addition, subtraction, multiplication, and division

Ability to establish and maintain effective working relationships with a wide range of persons, including: supervisors, peers, other city employees, contractors, and the general public

Ability to work effectively as an individual and as a team member

Ability to accept responsibility, acknowledge mistakes, and share successes

Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation

Ability to operate manual transmission vehicles (dump truck, bucket truck, etc.) if assigned

Ability to problem-solve and make decisions

Ability to work varied shifts and overtime as required

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. Testing and/or evaluation of these requirements may be conducted as part of the selection process. 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:

- occasionally required to maintain sustained periods of strenuous physical exertion
- regularly required to use their hands to finger, handle, feel or operate objects, tools, or controls
- regularly reach with hands and arms
- frequently required to stand

- frequently required to walk over rough, uneven surfaces;
- frequently required to talk (to convey information, ask questions, etc.)
- frequently required to hear ordinary conversations (such as questions from residents, back-up alarms on trucks, radio-dispatched calls, and calls for help/of warning from a co-worker, etc.)
- occasionally required to sit; climb ladders or steps, balance; push and/or pull; stoop, kneel, bend, crouch, or crawl
- occasionally lifting of moderately heavy items utilizing proper body mechanics and techniques
- occasionally remain in uncomfortable physical positions
- occasionally work in confined spaces as narrow as thirty-six (36) inches in diameter, or in the water fountain pit

The employee must frequently lift and/or move up to 50 pounds, and occasionally assist in lifting and/or moving up to 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must be able to smell smoke, natural gas leaks, and other hazardous odors.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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:

- regularly works in all outside weather conditions involving moderate risks, discomfort, and unpleasantness
- frequently works near moving mechanical parts
- is frequently exposed to wet and/or humid conditions
- is regularly exposed to operation of equipment which causes loud noise levels and high vibrations
- is regularly exposed to commercial cleaning products and water fountain chemicals (downtown assignment)
- is occasionally exposed to fumes or airborne particles,
- is occasionally exposed to insecticides/herbicides
- is occasionally exposed to areas of low illumination and/or poor visibility
- may be exposed to blood and body fluids while cleaning

The noise level in the work environment is usually moderately loud, but can rise to high levels during concerts and other similar events

EQUAL OPPORTUNITY EMPLOYER:

The City of Duluth is an equal opportunity employer (EOE). In accordance with applicable Federal and State laws, the City of Duluth does not discriminate on the basis of race, color, religion, national origin, disability, age, gender or other legally protected status or classification, except where dictated by requirements of the job, or within the limits imposed by law.

It is the policy of the City of Duluth to provide equal employment opportunity (EEO) for all applicants and employees. This EEO policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

AMERICANS WITH DISABILITIES ACT (ADA):

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations to qualified individuals with disabilities.