

Drainage Leader II

DEFINITION

Drainage Leader II's supervise customer service trouble response crews on a City-wide basis during the afternoon/evening shifts. Employees in this class are involved in dealing with incoming customer (residential, industrial, commercial, etc.) complaints associated with drainage performance and sewer backup. Incumbents dispatch service crews in response to drainage system problems and determine whether additional service support resources are required to resolve problems in a timely manner. The Leader II ensures that appropriate diagnosis concerning the nature and location of problems (televising drainage lines as required), determines whether dig-ups are required, directs crew activities to clear drainage lines and perform clean up work at service sites.

The Leader II maintains service records and associated documentation for claims and ensures service call productivity objectives are met.

TYPICAL DUTIES *

Act as a primary contact during the afternoon/evening shifts for incoming customer complaints respecting drainage problems, determines the nature and urgency of problems and dispatches individual crews to trouble sites based on the nature of complaint, geographic location, and other factors.

Monitor the progress of field service crews and dispatches crews in response to ongoing service needs.

Contact service crews to discuss the nature of problems encountered on-site, repair and/or maintenance work plans required to resolve customer concerns, and determines when additional support work is required such as line televising, dig-ups, Utility notifications, etc.

Deploy additional field service resources (vehicles, equipment, manpower, etc.) to jobsites and ensures that appropriate safety measures such as traffic control are taken.

Provide field training and assessment of both permanent and seasonal staff to achieve overall training and program objectives.

Respond to incoming complaints concerning property damage claims, conducting field investigations and recording photographs, determines whether claims are substantiated by inspecting manhole covers and other drainage structures. Maintains records and provides information for litigation procedures.

Conduct field servicing work in compliance with standards and procedures, and maintains records of service calls, follow-ups etc. May participate in servicing work by operating equipment and tools to diagnose problems, make repairs and clean up service sites.

Drainage Leader II

Make operational jobsite decisions and provides direction to service crew members, may call in on-call personnel to deal with major emergent issues, and refers major issues to the Senior Foreman.

Ensure adequate supplies of protective clothing, containment kits, etc. and ensures that crew members adhere to safety regulations and practices during the operation of equipment.

Provide assistance to other crews to meet service demands and unusual repair situations.

Advise the day shift Supervisor of difficult service calls, situations requiring follow-up, dig-ups, etc.

Perform related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the equipment, procedures, and associated policies and bylaws related to the City's drainage operations program.

Ability to effectively supervise the daily ongoing activities of a drainage service crew workforce, including performance monitoring, attendance management and Occupational Health and Safety compliance.

Ability to communicate effectively with the public on matters related to service delivery and to resolve complaints in an expeditious manner.

Ability to effectively deploy field service crews to achieve efficient use of resources and meet customer service delivery standards.

Ability to effectively interpret and apply the concepts, principles and behaviours consistent with leading, motivating and encouraging staff; ensuring compliance with the City's policies and procedures and representing the City of Edmonton in a professional, honest, respectful, and safe manner.

Skill in the operation of drainage service vehicles and associated equipment; the use and demonstration of proper lifting techniques and safety procedures.

Skill in the use of office automation software including, word processors, spreadsheets, electronic mail, etc.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Grade 12 supplemented by training including Level I and Leading People for Results. A minimum of 5 years of experience in all aspects of inspection, cleaning and repairs of the sewer system is required
- Possession of an herbicide application certificate where applicable
- Valid Alberta Drivers License with airbrake certification, City Driving Permit

Drainage Services:

The City of Edmonton is required to meet Alberta Environment Wastewater Collection Certification requirements for Drainage Services positions under this classification. All employees are required to obtain Level I Wastewater Collection Certification under the Alberta Environment Certificate program within 2 years of appointment to a permanent position within this class. Once the required level of certification is attained, the employee will transfer to the certified job code for this class, with the commensurate rate of pay.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Drainage Uncertified Grade	1895 0024			
Drainage Certified Grade	2194 1118			
Last Updated:	2010-05			
Originated:	2004-12			