

## UTILITY SERVICE FIELD SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Utility Service Field Supervisor supervises and performs a variety of skilled and specialized tasks in the oversight and support of the Utility Service Specialist emergency first-responder duties and responsibilities. Supervises and performs the installation, repair, and maintenance of residential gas. Incumbents in this class provide training and supervision to assigned personnel. As a supervisor, this class handles difficult customer and public contact situations, and spends a considerable amount of time doing follow-up and troubleshooting work. An employee of this class is subject to adverse weather conditions, and work is performed under the hazardous conditions associated with natural gas. Employees are required to use appropriate safety equipment and to follow safety procedures in performing assignments. This class performs related duties as required. Enforces the specifications and standards of the natural gas distribution system. Examples of specific duties include: redesigning project plans to fit the physical condition of the job site and in conjunction with the Gas System Supervisor, and coordinating emergency repairs. Direct communications with public safety officials, developers, contractors, fire department, business owners, and other public officials. Schedules and coordinates required and regulated training for subordinate staff.

**Distinguishing Features:** This class is distinguished from the Utility Service Specialist class by its responsibility for supervising assigned staff in the installation, maintenance, and repair of gas, water, and sewer services, regulators, and meters. The incumbent supervises the installation, removal, activation, and turn-off of single-phase electric meters. This class must also coordinate all work activities required in the relocation of City gas services which would include the partial or total repiping of the City of Mesa utility customer side of the gas service, which upon completion, must be installed as per City of Mesa and International Plumbing Code specifications. Incumbents in this class may be assigned to a shift that includes nights, weekends, and holidays, and are subject to supervisory stand-by and emergency call-out during off-duty hours. A Utility Service Field Supervisor reports to an Energy Services Administrator who reviews work through meetings, conferences, spot-check observation, and overall results achieved. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED supplemented by courses in supervision and management techniques. Any combination of training, education, and experience equivalent to considerable (3 - 5 years) full-time employment in the maintenance and repair of gas utility service, including some lead or supervisor experience OR one year of full-time employment as a Utility Service Specialist with the City of Mesa. Thorough working knowledge of CFR, Part 192, as it applies to the construction and maintenance of a large natural gas distribution system.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date. Must be able to successfully complete City of Mesa's operator qualification requirements within six months of hire date. Must successfully complete National Incident Management System (NIMS) 700 training within six months of hire or promotion date. Must reside no more than 18 miles from the assigned utility service reporting station (for example, West Side, East Side, or Magma) within one year of hire date.

**Substance Abuse Testing.** This class is subject to DOT Pipeline and Hazardous Materials Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 199.

**Preferred/Desirable Qualifications.** Experience using a personal computer (PC) and Microsoft software applications preferred. Experience with construction technology, and field type customer service in the residential and commercial areas is preferred. Membership or affiliation with the American Gas Association (AGA) is desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Coordinates field activities with all internal City departments and representatives of the construction industry to resolve customer and distribution problems. Communicates verbally with the general public and other City employees in order to train and oversee the work of utility service trainees, or deal courteously with utility customers. Communicates with contractors, developers, engineers, inspectors, other City employees, etc., in order to coordinate utility service projects and resolve related problems. Produces written documents using clearly organized thoughts, proper sentence structure, punctuation, and grammar in order to effectively express ideas to others, both verbally and in writing.

**Manual/Physical:** Operates a vehicle requiring a standard Arizona Driver's License to supervise, respond to customer inquiries at job sites, and respond to emergencies. Corrects or discontinues gas services due to unsafe conditions, and investigates complaints of leaks or damaged meters. Lights and adjusts appliances due to interrupted gas service and customer requests, makes periodic residential and commercial meter exchanges, and inspects customer facilities for compliance with unit safety standards, and regional and governmental codes. Performs field inspection of job site conditions, work crews, and equipment to ensure compliance with the Arizona Corporation Commission (ACC), Arizona Department of Transportation (ADOT), Environmental Protection Agency (EPA), and other regulating organizations. Meets with contractors, project foremen, etc., to establish timetables and coordinate activities to minimize delays in project completion and/or reduce costs in completing required construction, maintenance, or repair activities. Completes a variety of forms, records, and reports associated with project cost, problems encountered and/or resolved, and work completed including equipment, materials and supply requisitions, crew time sheet review, vehicle mileage and usage review, work orders from contractor liable repairs, and "as built" diagrams, quarter section and plat maps. Participates in all aspects of construction, maintenance, and repair of the City's gas system as needed. Supervises subordinate employees by participating in hiring and discharge activities, prepares performance evaluations, initiates disciplinary actions, and serves as management's representative in the first step of the grievance process. Coordinates the work of several crews involved in the construction, maintenance and repair of the customers gas lines by determining priorities, scheduling projects, obtaining necessary materials and equipment for the project, and assigning projects to specific crews based on expertise of crew members and type of project to be completed. Supervises the work of several crews involved in the construction, maintenance, and repair of the City's and customers gas lines by visiting the work site, inspecting the work in progress or the completed job, discussing problems encountered or anticipated with crew leader, determining procedures to resolve unusual problems, and noting observed job quality and work habits of crew members. Establishes and enforces work standards and operating procedures to ensure that jobs are completed in a timely manner, and in conformance with established specifications, industry regulatory requirements, and safety practices and procedures. Notifies customers of the nature, duration and cause of gas service interruption, and answering questions

and resolving customer problems or complaints referred by crew leaders as necessary. Interprets project plans, blueprints, and diagrams to determine equipment, material, and supplies needed to complete project. Follows established procedures for installing, maintaining, and repairing gas mains. Coordinates the activities of several work crews within the Energy Resources Department to maximize utilization of available equipment and manpower. Prioritizes work assignments on a daily basis based on severity of the problem, potential danger to the public, potential loss to the City, and other pertinent factors. Prepares clear, concise written reports of work completed and/or problems encountered. Lifts and carries heavy (50 - 75 pounds or more) equipment and materials needed to complete job with the assistance of a handcart, power winch, etc. Works in confined spaces and at depths under a wide range of weather conditions. Establishes and maintains effective working relationships with contractors, subordinates, other City employees, and the general public. Assists in budget preparation. Maintains records and maps of various facilities. Meets scheduling and attendance requirements.

**Mental:** Estimates labor or material costs from work plans. Supervises the work of subordinate personnel, prioritizes and assigns work to personnel, reviews or checks the work products of others to ensure conformance to standards, and learns job-related material through on-the-job training. Makes utility service-related decisions during supervisory stand-by duty, troubleshoots appliance problems, makes necessary minor repairs, and red tags unsafe and hazardous appliances. Develops, plans, and specifies additions or revisions needed in gas systems. Reviews reports for adherence to specifications and policies. Participates in the long-range planning and design of future and replacement utility projects. Assists in developing the annual Energy Resources Department budget. Performs Energy Services Administrator responsibilities during administrator's absence (examples: dispatching service calls, assigning work areas, reviewing service orders, and preparing and reviewing appropriate paperwork), and troubleshoots and follows up on a variety of utility service calls. Performs special projects as assigned.

**Knowledge/Skill/Abilities:**

Knowledge of:

the meters, appliances, regulators, relief valves, and other apparatus used in the delivery of utilities;  
the City codes and procedures regarding gas repairs, pipefittings, and appliances;  
the plumbing and mechanical codes pertaining to gas and appliances;  
the methods, materials, and equipment used in the installation, construction, and repair of gas utilities (City and customer side);  
the safety equipment and procedures used when working on natural gas lines;  
the safety and installation codes relating to utility operations;  
the detailed repair of gas appliances;  
gas leak detection procedures;  
Arizona Blue Stake Law;  
occupational hazards and safety equipment, and procedures used when working on and around various utility lines;  
tools, equipment, materials, and supplies needed for installing, maintaining, and repairing, gas lines;  
traffic control procedures and practices utilizing barricades and traffic cones; and  
principles and practices of employee supervision, evaluation, and training.

Skill in the use and care of power and hand tools.

Ability to:

respond to emergency gas calls (examples: explosions, mainline breaks, and blowing gas) and isolate the problem;

perform building inspections on gas pipe to ensure code compliance;

evacuate area and dispatch public safety or other areas to rectify problems;

handle difficult customer-related situations (examples: dealing with irate customers who are unhappy with service provided or billing);

maintain City uniform and personal appearance in order to be presentable to customers and the general public;

operate a PC using Microsoft software; and

establish and maintain effective working relationships with management, coworkers, City staff, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 53-200

PAY GRADE: 53

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