



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Meeting Agenda Civil Service Board.

Tuesday, December 6, 2022

4:30 PM

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. November 1, 2022

Attachments: [11-01-2022 Draft Minutes](#)

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Digital Navigator (new)

Attachments: [4A\(1\) Digital Navigator.pdf](#)

4A(2) Utility Operations Leadworker (revised)

Attachments: [4A\(2\) Utility Operations Leadworker \(revised\)](#)

5. APPEALS

6. INFORMATIONAL

6A. STATUS OF ALL NEW, PENDING, AND COMPLETE AUDITS

Notice: Item 6A contains Private Data. The information is non-public and disclosure of this material is prohibited; therefore, it has been excluded from this packet.

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

Notice: Item 6B Non-Public Review of New Eligible Lists will be distributed to members at the Civil Service Board meeting.

7. NEXT REGULAR MEETING SCHEDULED

8. ADJOURNMENT



City of Duluth

411 West First Street
Duluth, Minnesota 55802

Minutes - Draft

Civil Service Board.

Tuesday, November 1, 2022

4:30 PM

Members Present: Ryan Logan, Laura Perttula (Chair), John Strongitharm

Members Absent: None

HR Staff Present: Matt Silverness (Civil Service Secretary), Laura Dahl, Chris Kohel, Aimee Ott

1. ROLL CALL

2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. September 13, 2022

This Civil Service Board Item was approved.

3. UNFINISHED BUSINESS

4. NEW BUSINESS

4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Buyer (revised)

This Civil Service Board Item was approved.

4A(2) Aerial Lift Bridge Supervisor (revised)

This Civil Service Board Item was approved.

4A(3) Bridge Operator (revised)

This Civil Service Board Item was approved.

4A(4) Deputy Fire Marshal (revised)

This Civil Service Board Item was approved.

4A(5) GIS Specialist (revised)

This Civil Service Board Item was approved.

4A(6) Payroll Administrator (revised)

This Civil Service Board Item was approved.

5. APPEALS

6. INFORMATIONAL

6A. STATUS OF ALL NEW, PENDING, AND COMPLETE AUDITS

No audits

6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS

This Item was received

6C. ISD 709 - Notice of Rejection on Probation

This Item was received

7. NEXT REGULAR MEETING SCHEDULED

8. ADJOURNMENT

Meeting adjourned at 4:33 p.m.



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

 218-730-5210
 hrinformation
@duluthmn.gov

DATE: December 6, 2022
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: New Job Classification of Digital Navigator

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF DIGITAL NAVIGATOR.

Background Information/Summary of Job

The new job classification of Digital Navigator was originally approved by the Civil Service Board on September 13, 2022. There were some requested revisions brought forth after the job was approved by the CSB, so the job was not brought to City Council for approval. Additional duties and responsibilities have been added to the updated version, as well as expansion of knowledge, skill, and ability requirements.

The Digital Navigator job description is being created to provide a critical service to the Duluth community by helping jobseekers navigate our new reality, where access to education, employment, and community services have primarily moved online. Digital Navigators work in the public-facing area of the Duluth CareerForce location, supporting customers seeking services, using the computer lab for job search, job applications, resume writing, and other employment and training related purposes.

The proposed job description has been shared with the Basic Union, and they are in support.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Digital Navigator.

Digital Navigator

SUMMARY/PURPOSE

To provide a critical service to the Duluth community by helping jobseekers navigate our new reality, where access to education, employment, and community services have primarily moved online. Digital Navigators work in the public-facing area of the Duluth CareerForce location, supporting customers seeking services and using the computer lab for job search, job applications, resume writing, and other employment- and training-related purposes.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Staff computer lab, providing the highest quality customer service to CareerForce visitors.
2. Serve as a resource to the Duluth community by helping job seekers build digital literacy skills and connect with community resources.
3. Instruct patrons in job search skills, completing online job applications, resume writing, career pathway research, Unemployment Insurance applications, and other employment and education-related tasks.
4. Interact with public to provide in-person one-on-one services.
5. Prioritize, plan, and organize assignments and use the appropriate methods to ensure desired results and successful completion within the scope, budget, and timeframe of assignments.
6. Track and report customer data as required by CareerForce partners. Maintain files, lists, rosters, and records following the organization's data privacy policies.
7. Operate office equipment including copiers, computers, printers, cameras, microphones, and tools for disability accommodations.
8. Serve as receptionist for in-person visitors, answering questions, assessing needs, and directing toward the appropriate service.
9. Schedule, arrange, prepare, promote, and provide support for workshops, hiring events, job fairs, and other similar events.
10. Provide information, respond to questions, and interpret regulations, policies, eligibility guidelines, and procedures.
11. Acknowledge and appropriately respond to complaints, upset customers, and problems, resolving them within areas of authority.
12. Clean and sanitize computer workstations after use.
13. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
14. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. High school diploma or GED; AND a minimum of two (2) years of related post-secondary education and/or full-time, verifiable professional customer service or similar experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Knowledge of troubleshooting basic computer and website issues.
 - B. Knowledge of problem-solving and conflict-resolution techniques.
 - C. Knowledge of applicable safety requirements.

- D. Knowledge of English to include spelling, grammar, sentence construction, and punctuation. Knowledge of additional languages a plus.
- E. Knowledge of accepted business letter, email, and resume writing formats.
- F. Knowledge of, or the ability to learn, workforce programs, services, and eligibility requirements.
- G. Knowledge of, or the ability to learn, City and CareerForce policies and procedures.

4. Skill Requirements

- A. Exceptional communication and customer service skills.
- B. Willingness to enforce time limits, rules regarding the appropriate use of the computer lab, and CareerForce customer code of conduct.
- C. Skill in navigating MinnesotaWorks.net and CareerForceMN.com. (Preferred)
- D. Skill with Google apps, such as Docs, Gmail, Calendar, Sheets, and Slides. (Preferred)
- E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- F. Skill in managing one's own time.
- G. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. Ability to provide exceptional customer service in person, over the phone, and through email, or other forms of electronic communication.
- B. Ability to locate and use information resources to support customers.
- C. Ability to interpret questions, provide satisfactory explanations, and resolve complaints.
- D. Ability to demonstrate patience and active listening.
- E. Ability to teach customers how to navigate computer programs and web-based applications.
- F. Ability to think critically and solve problems quickly.
- G. Ability to learn and explain technical procedures and policies.
- H. Ability to organize, maintain, and update manual and computer files and records.
- I. Ability to work independently and exercise discretion in the absence of specific instructions.
- J. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- K. Ability to communicate and interact effectively with members of the public.
- L. Ability to communicate effectively both orally and in writing.
- M. Ability to understand and follow instructions.
- N. Ability to problem-solve a variety of situations.
- O. Ability to set priorities and complete assignments on time.
- P. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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|----------|--------------|-----------------------|------|-------------|
| HR: HD | Union: Basic | EEOC: Office/Clerical | CSB: | Class No: |
| WC: 8810 | Pay: | EEOF: C.D. | CC: | Resolution: |



Human Resources

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DATE: December 6, 2022
TO: Civil Service Board
FROM: Chris Kohel
Human Resources Generalist
SUBJECT: Revised Job Classification of Utility Operations Leadworker

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF UTILITY OPERATIONS LEADWORKER.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Utility Operations Leadworker was last revised in April of 2008. The purpose of this position is to lead and oversee subordinates in the installation, maintenance and repair of the water and gas distribution system to ensure health and safety of the public.

The job classification was discussed with the Basic Union and incumbents, and all are agreeable to the proposed job description.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Utility Operations Leadworker.

Utility Operations Leadworker

SUMMARY/PURPOSE

To lead and oversee subordinates in the installation, maintenance, and repair of the water and gas distribution system to ensure health and safety of the public.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Review construction plans and specifications for compliance with existing standards.
2. Plan construction and maintenance projects.
3. Conduct meetings with work crews to discuss construction projects.
4. Provide and recommend materials and equipment necessary to perform work projects.
5. Develop SOPs.
6. Develop traffic control plans for worksites and instruct subordinates in proper installation of the plan. Follow state regulatory guidelines. Responsible for public safety.
7. Monitor work progress and maintain records of work performed and materials used.
8. Supervise and inspect excavation work, such as, shoring, construction materials, compaction, and restoration.
9. Inspect worksites for appropriate barricades, warning devices, and proper placement of equipment.
10. Inspect the installation of pipe sections, hydrants, valves, regulators, pressure reducers, meters, and taps.
11. Inspect the installation of sewers, culverts, catch basins, and manholes.
12. Oversee the restoration of worksite street surfaces by directing personnel to refill trenches, mixing, pouring, and smoothing asphalt, gravel, and other materials to repair roadways.
13. Interpret maps for the purpose of directing maintenance personnel to locate work projects.
14. Ensure that tools and equipment used by employees are properly maintained and are in safe operable condition.
15. Direct work crews to close a job site that is in violation of health/safety regulations.
16. Furnish materials and equipment to worksites by hauling these materials on a trailer or pick-up truck with a combined weight not to exceed a 26,000 pounds gross vehicle weight.
17. Operate, when necessary, excavators, hydro-excavators, backhoes, and dump trucks.
18. Operating electronics such as computers, leak seek equipment, and gas meters.
19. Prioritize and process information pertaining to emergency maintenance needs by directing personnel and equipment to worksite locations.
20. Make initial assessment of an emergency situation and determine degree of danger, damage, urgency, or inconvenience involved. (Include incident commander, FEMA, absolute in charge.)
21. Control and direct work activities at worksites requiring emergency repairs to restore services.
22. Notify police, fire, and other work crews of hazards at worksite locations.
23. Interpret gas distribution maps for purposes of directing shut down area when gas main has been damaged.
24. Document all activities to meet MNOPS and PHMSA requirements.
25. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute

- to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
26. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
 27. Provide training on new or modified procedures and policies to all affected parties.
 28. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
 29. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
 30. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
 31. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. Completion of the City of Duluth Water & Gas Maintenance training program, or Utility Operator apprenticeship program OR a minimum of five (5) years verifiable professional experience as a City of Duluth Collection System Maintenance Worker, Lift Station Operator, or Pipeline Welder.

2. License Requirements

- A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
- B. Must obtain and maintain a Minnesota Class A driver's license including a Combinations Vehicle Endorsement with six (6) months of hire.
- C. Must obtain and maintain an SC Wastewater Operator License within one (1) year of hire.
- D. Must obtain and maintain a Minnesota Class D Water Operator's License within one (1) year of hire.
- E. Must stay up to date on continuing education and OQs.

3. Knowledge Requirements

- A. Knowledge of location and topography within the City of Duluth.
- B. Knowledge of gas-and-diesel-powered equipment used in the installation, maintenance, and repair of a water & gas distribution system, sanitary and storm water collection systems.
- C. Knowledge of the materials, equipment, procedures and practices used in the installation, repair, and maintenance of a water & gas distribution, sanitary and storm water collection systems.
- D. Knowledge of methods and procedures of flow monitoring and sampling of water, wastewater, and storm water.
- E. Knowledge of soil sampling techniques.
- F. Knowledge of SCADA and WIN 911.
- G. Knowledge of asset management and software.
- H. Knowledge of GIS and adjustments.
- I. Basic knowledge of electronics.
- J. Knowledge of problem-solving and conflict-resolution techniques.
- K. Knowledge of applicable safety requirements and procedures.
- L. Knowledge of, or the ability to learn, City policies and procedures.
- M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- N. Knowledge of effective leadership and personnel practices.

- O. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
4. Skill Requirements
- A. Skill in resolving customer complaints and concerns.
 - B. Skill in setting up appropriate traffic controls.
 - C. Skill in performing construction repairs to a water & gas distribution system, sanitary and storm water collection systems.
 - D. Skill in operating excavators and backhoes.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing one's own time and the time of others.
 - G. Skill in completing assignments accurately and with attention to detail.
 - H. Skill in mediation and dispute resolution.
 - I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
- A. Ability to read maps, specifications, and construction plans used in utility construction work.
 - B. Ability to plan and lay out a work project.
 - C. Ability to prepare clear, concise reports.
 - D. Ability to use good judgment during emergency situations such as unplanned events, power outages, mechanical failures and utility outages.
 - E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - F. Ability to communicate and interact effectively with members of the public.
 - G. Ability to communicate effectively both orally and in writing.
 - H. Ability to recognize, analyze, and solve a variety of problems.
 - I. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - J. Ability to handle difficult and stressful situations with professional composure.
 - K. Ability to work successfully as a member of a team and independently with minimal supervision.
 - L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
 - M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - N. Ability to enforce safety rules and regulations.
 - O. Ability to maintain confidential information.
 - P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - Q. Ability to exercise sound judgment in making critical decisions.
 - R. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

| | | | | |
|----------|--------------|--------------------------------|------|----------------|
| HR: CK | Union: Basic | EEOC: Skilled Craft Workers | CSB: | Class No: 1749 |
| WC: 7520 | Pay: | EEOF: Utilities/Transportation | CC: | Resolution: |

UTILITY OPERATIONS LEADWORKER

Utility Operations Leadworker

SUMMARY/PURPOSE: Supervise

To lead and oversee subordinates in the installation, maintenance, and repair of the water and gas distribution system and the sanitary and storm water collection systems safety of the public.

FUNCTIONAL AREAS:

1. Organize and direct the activities of assigned personnel.
 - * A. Determine priorities, assign work to personnel, and coordinate schedules to ensure timely completion of work.
 - * B. Assist in the hire, transfer, suspension, or discharge of assigned personnel.
 - * C. Establish work standards and evaluate work of employees.
 - * D. Monitor work sites to ensure compliance with established methods, guidelines, and procedures.
 - * E. Train personnel in correct and safe operating procedures.
 - * F. Direct assigned personnel in the execution of construction/repair projects.
 - * G. Disseminate information to employees through bulletins and other communications.
 - * H. Perform related duties and assignments as directed.
2. Supervise the installation, repairs, modifications and maintenance of the water & gas distribution system and the sanitary and storm water collection systems.

* A. **SUPERVISION RECEIVED**

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Review construction plans and specifications for compliance with existing standards.
2. * B. Plan construction and maintenance projects.
3. * C. Conduct meetings with work crews to discuss construction projects.
4. * D. Provide and recommend materials and equipment necessary to perform work projects.
5. * E. Develop SOPs.
6. Develop traffic control plans for ~~work sites~~ worksites and instruct subordinates in proper installation of the plan. Follow state regulatory guidelines. Responsible for public safety.
7. * F. Monitor work progress and maintain records of work performed and materials used.
8. * G. Supervise and inspect excavation work, such as, shoring, construction materials, compaction, and restoration.
9. * H. Inspect ~~work sites~~ worksites for appropriate barricades, warning devices, and proper placement of equipment.
10. * I. Inspect the installation of pipe sections, hydrants, valves, regulators, pressure reducers, meters, and taps.
11. * J. Inspect the installation of sewers, culverts, catch basins, and manholes.

12. * K. ~~Supervise~~ Oversee the restoration of ~~work site~~ worksite street surfaces by directing personnel to refill trenches, mixing, pouring, and smoothing asphalt, gravel, and other materials to repair roadways.
13. * L. Interpret maps for the purpose of directing maintenance personnel to locate work projects.
14. * M. ~~Supervise personnel in the maintenance of~~ Ensure that tools and equipment in a used by employees are properly maintained and are in safe operable condition.
- * N. ~~Ensure a safe work environment.~~
15. * O. Direct work crews to close a job site that is in violation of health/safety regulations.
16. * P. Furnish materials and equipment to ~~work sites~~ worksites by hauling these materials on a trailer or pick-up truck with a combined weight not to exceed a 26,000 pounds gross vehicle weight.
17. * Q. Operate, when necessary, excavators, hydro-excavators, backhoes, and dump trucks.
3. ~~Respond to emergency situations.~~
18. * A. Operating electronics such as computers, leak seek equipment, and gas meters.
19. Prioritize and process information pertaining to emergency maintenance needs by directing personnel and equipment to ~~work site~~ worksite locations.
20. * B. Make initial assessment of an emergency situation and determine degree of danger, damage, urgency, or inconvenience involved. (Include incident commander, FEMA, absolute in charge.)
21. * C. Control and direct work activities at ~~work sites~~ worksites requiring emergency repairs to restore services.
22. * D. Notify police, fire, and other work crews of hazards at ~~work site~~ worksite locations.
- ~~E. Perform related duties and assignments as directed.~~
23. ~~F. Interpret gas distribution maps for purposes of directing shut down area when gas main has been damaged.~~
24. Document all activities to meet MNOPS and PHMSA requirements.
25. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
26. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
27. Provide training on new or modified procedures and policies to all affected parties.
28. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
29. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
30. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
31. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. * A. Completion of the City of Duluth Water & Gas Maintenance training program, or Utility Operator apprenticeship program, ~~or~~ OR a minimum of five (5) years of verifiable

professional experience as a City of Duluth Collection System Maintenance Worker, Lift Station Operator, or Pipeline Welder.

2. License Requirements

- A. ~~+~~ A. ~~Possession of~~ Possess and maintain a valid Minnesota Class D driver's license or privilege ~~by the date of appointment and thereafter.~~
- B. ~~—~~ B. ~~Ability to~~ Must obtain and maintain a Minnesota Class "A" ~~commercial~~ A driver's license including a ~~Combination~~ Combinations Vehicle Endorsement ~~with~~ with six (6) months of hire ~~date.~~
- C. ~~—~~ C. ~~Ability to~~ Must obtain and maintain an SC Wastewater Operator ~~license~~ License within one (1) year of hire ~~date.~~
- D. ~~—~~ D. ~~Ability to~~ Must obtain and maintain a Minnesota Class "D" Water Operators ~~license~~ Operator's License within one (1) year of hire ~~date.~~
- E. Must stay up to date on continuing education and OQs.

3. Knowledge Requirements

- A. ~~+~~ A. ~~Knowledge of location and topography within the City of Duluth.~~
- B. ~~+~~ B. ~~Knowledge of gas-and-diesel-powered equipment used in the installation, maintenance, and repair of a water & gas distribution system, sanitary and storm water collection systems.~~
- C. ~~+~~ C. ~~Knowledge of the materials, equipment, procedures and practices used in the installation, repair, and maintenance of a water & gas distribution, sanitary and storm water collection systems.~~
- ~~+~~ D. ~~Knowledge of traffic control and vehicle operation regulations.~~
- ~~+~~ E. ~~Knowledge of OSHA, CDL, EPA, and MNOPS regulations.~~
- D. ~~+~~ F. ~~Knowledge of methods and procedures of flow monitoring and sampling of water, wastewater, and storm water.~~
- ~~+~~ G. ~~Knowledge of trenching, and shoring procedures, and trench box operations.~~
- E. ~~+~~ H. ~~Knowledge of soil sampling techniques.~~
- F. ~~+~~ I. ~~Knowledge of SCADA and WIN 911.~~
- G. ~~Knowledge of confined space entry procedures~~ asset management and software.
- H. ~~+~~ J. ~~Knowledge of effective supervisory practices~~ GIS and adjustments.
- I. ~~+~~ K. ~~Basic knowledge of electronics.~~
- J. Knowledge of problem-solving and conflict-resolution techniques.
- K. Knowledge of applicable safety requirements and procedures.
- L. ~~+~~ L. ~~Knowledge of applicable, or the ability to learn, City policies and procedures.~~
- M. Knowledge of federal, state, and local laws and, statutes, regulations pertaining to the installation, repair, and maintenance of a water & gas distribution system, sanitary and storm water collection systems, codes, and standards related to the area of responsibility.
- N. Knowledge of effective leadership and personnel practices.
- O. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

4. Skill Requirements

- A. ~~+~~ A. ~~Skill in resolving customer complaints and concerns.~~
- B. ~~—~~ Skill in setting up appropriate traffic controls.
- C. ~~+~~ B. ~~Skill in performing construction repairs to a water & gas distribution system, sanitary and storm water collection systems.~~
- ~~+~~ C. ~~Skill in supervising assigned personnel.~~
- D. ~~+~~ D. ~~Skill in operating excavators, and backhoes, and dump trucks.~~

- ~~E.~~ + ~~E.~~ Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- F. Skill in pinpointing water main leaks managing one's own time and the time of others.
- G. Skill in completing assignments accurately and with attention to detail.
- H. Skill in mediation and dispute resolution.
- I. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- ~~A.~~ + ~~A.~~ Ability to read maps, specifications, and construction plans used in utility construction work.
- B. + ~~B.~~ Ability to plan and lay out a work project.
- C. Ability to prepare clear, concise reports.
- D. Ability to use good judgment and work during emergency situations such as unplanned events, power outages, mechanical failures and utility outages.
- E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and solve a variety of problems.
- I. Ability to consistently and independently under limited prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to work successfully as a member of a team and independently with minimal supervision.
- L. + ~~C.~~ Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- ~~A.~~ Ability to plan and lay out a work project.
- + ~~D.~~ Ability to develop work crew and equipment schedules.
- M. + ~~E.~~ Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to enforce safety rules and apply them to hazardous situations regulations.
- + ~~F.~~ Ability to communicate effectively both orally and in writing.
- ~~A.~~ + ~~G.~~ Ability to prepare clear, concise reports.
- O. + ~~H.~~ Ability to establish and maintain effective working relationships with supervisors, co-workers, and the public confidential information.
- + ~~I.~~ Ability to work outside during inclement weather.
- + ~~J.~~ Ability to work in confined spaces.
- P. + ~~K.~~ Ability to lift demonstrate dependability, responsibility, and carry supplies and equipment such as 50 pound bags of cement products and a 90 pound jackhammer consistency in job performance.
- ~~L.~~ Ability to successfully complete "Competent Person" and HAZMAT First Responder training.
- ~~M.~~ Ability to successfully pass Gas Inspectors competency test.
- ~~N.~~ Ability to meet certification requirements in compliance with state and federal rules and regulations.
- ~~O.~~ Ability to successfully complete a Gas Operator Certification program.
- Q. + ~~P.~~ Ability to stand, kneel, stoop, and crouch for extended periods exercise sound judgment in making critical decisions.
- + ~~Q.~~ Ability to perform mathematical calculations to set grade levels, make conversions from metric to English, determine pipe diameter, and determine cost of supplies.

~~R. Ability to attend work on a regular basis as scheduled and/or required.~~

~~S. Ability to be scheduled for standby duty.~~

~~* Essential functions of the job~~

~~+ Job requirements necessary on the first day of employment~~

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

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| HR: CK | Union: Basic | EEOC: Skilled Craft Workers | CSB: | Class No: 1749 |
| WC: 7520 | Pay: | EEOF: Utilities/Transportation | CC: | Resolution: |