



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Meeting Agenda Civil Service Board.

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Tuesday, March 4, 2025

4:45 PM

Council Chambers

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### 1. ROLL CALL

### 2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

December 3, 2024

Attachments:      [2A December 3, 2024 Minutes \(draft\)](#)

### 3. UNFINISHED BUSINESS

### 4. NEW BUSINESS

#### 4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

Senior Landscape Architect

Attachments:      [4A1 Senior Landscape Architect \(New\)](#)

Unhoused Response Coordinator (New)

Attachments:      [4A2 Unhoused Response Coordinator \(NEW\)](#)

Water Plant Maintenance Operator (New)

Attachments:      [4A3 Water Plant Maintenance Operator \(New\)](#)

Utility Operator (Revised)

Attachments:      [4A4 Utility Operator \(Revised\)](#)

Utility Operator Apprentice (Revised)

Attachments:      [4A5 Utility Operator Apprentice \(Revised\)](#)

### 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 contains Private Data. The information is non-public and disclosure of this material is prohibited; therefore, it has been excluded from this packet.*

**6C. ISD 709 Notice of Termination (December 30, 2024)**

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

**6D. ISD 709 Notice of Suspension Without Pay (February 14, 2025)**

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

**7. NEXT REGULAR MEETING SCHEDULED**

*April 1, 2025*

**8. ADJOURNMENT**



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Minutes - Draft

### Civil Service Board.

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Tuesday, December 3, 2024

4:45 PM

Council Chambers

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#### 1. ROLL CALL

Members Present: Ryan Logan (Chair), John Strongitharm, Cliff Tanner

HR Staff Present: Heather DuVal, Amber Royer Henderson

#### 2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. November 12, 2024

Indexes:

Attachments: [2A November 12, 2024 Minutes \(draft\)](#)

This Civil Service Board item was approved.

#### 3. UNFINISHED BUSINESS

#### 4. NEW BUSINESS

##### 4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A1. Engineering Technician (revised)

Indexes:

Attachments: [4A1 Engineering Technician \(revised\)](#)

This Civil Service Board item was approved.

4A2. Fire Inspector (revised)

Indexes:

Attachments: [4A2 Fire Inspector \(revised\)](#)

This Civil Service Board item was approved.

**4A3. Firefighter (revised)**

**Indexes:**

**Attachments:** [4A3 Firefighter \(revised\)](#)

This Civil Service Board item was approved.

**4A4. Lateral Firefighter (revised)**

**Indexes:**

**Attachments:** [4A4 Lateral Firefighter \(revised\)](#)

This Civil Service Board item was approved.

**4A5. Senior Engineering Technician (revised)**

**Indexes:**

**Attachments:** [4A5 Senior Engineering Technician \(revised\)](#)

This Civil Service Board item was approved.

**4A6. Water Plant Maintenance Operator (new)**

**Indexes:**

**Attachments:** [4A6 Water Plant Maintenance Operator \(new\)](#)

This Civil Service Board item was approved.

**5. APPEALS**

**6. INFORMATIONAL**

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

This item was received.

**6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS**

This item was received.

**7. NEXT REGULAR MEETING SCHEDULED**

January 7, 2025

## 8. ADJOURNMENT

4:39 p.m.



## Human Resources

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation  
@duluthmn.gov

DATE: March 4, 2025  
TO: Civil Service Board  
FROM: Aimee Ott  
Human Resources Generalist  
SUBJECT: New Job Classification of Senior Landscape Architect

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF SENIOR LANDSCAPE ARCHITECT.**

### **Background Information/Summary of Job**

The new job classification of Senior Landscape Architect is being created as a result of a job audit of a current employee in the Property, Parks & Libraries Department. This position will perform and provide supervision and guidance for Landscape Architectural work, including the design, construction, and maintenance of parks, trails, gardens, athletic facilities, buildings, erosion control applications, stormwater systems, and other technical structures within the City's landscapes.

The proposed job description has been shared with the employee, supervisor, manager, and the Basic Union, and all parties are supportive.

### **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 Senior Landscape Architect.

## Senior Landscape Architect

### SUMMARY/PURPOSE

To perform and provide supervision and guidance for Landscape Architectural work, including the design, construction, and maintenance of parks, trails, gardens, athletic facilities, buildings, erosion control applications, stormwater systems, and other technical structures within the City's landscapes.

### SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform responsible, professional Landscape Architectural work including design, construction, and maintenance for a wide range of construction projects and maintenance activities.
2. Complete design and preparation of landscape plans, specifications, and reports.
3. Estimate costs using past bids and regional trends, and prepare project cost estimates.
4. Perform complex design work using data collection, analysis, and Landscape Architectural design and methodologies to develop solutions for construction that meet local, state, and federal standards.
5. Provide plan review, construction inspection and observation for the purpose of determining conformance with plans and specifications and timely completion.
6. Provide technical Landscape Architectural support in areas such as system optimization, project development, and maintenance planning activities to various departments, management staff, and other agencies.
7. Investigate, prepare, and present technical reports, council resolutions of projects, and presentations both within the City and at public meetings.
8. Lead development of standards and practices for all parks assets and public greenspace, including project development and management, landscape maintenance, asset integrity and preservation, stormwater management, erosion control, general aesthetics, and other Landscape Architectural concerns.
9. Lead capital improvement projects, prepare necessary reports and presentations, and communicate results.
10. Plan, attend, and speak at public hearings and meetings.
11. Train personnel in the correct and safe methods and procedures necessary to accomplish their assigned work.
12. Operate computers to prepare, review, and edit Landscape Architectural drawings, data analysis and cost estimations through spreadsheet software; prepare project memorandums and reports.
13. Attend training sessions as required.
14. 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.
15. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
16. Provide training on new or modified procedures and policies to all affected parties.
17. Coordinate and perform Landscape Architectural work functions and programs for the City.

18. In collaboration with the supervisor, organize and direct the work activities of assigned team, determine work priorities, assignments, and work schedules, and monitor progress to ensure all required work is completed in a timely manner.
19. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
20. 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.
21. 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. Bachelor's Degree in Landscape Architecture or a related professional field from an accredited college or university, plus five (5) years of full-time, related work experience as a professionally licensed Landscape Architect; OR a minimum of nine (9) years of related education and/or full-time, verifiable experience as a professionally licensed Landscape Architect. A Master's Degree in Landscape Architecture may be substituted for two (2) years of experience.
2. License Requirements
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
  - B. Licensure as a Professional Landscape Architect with the ability to become licensed in the state of Minnesota within six (6) months of the date of hire.
3. Knowledge Requirements
  - A. Knowledge of recognized and acceptable Landscape Architecture standards and practice for certification of plans, specifications, and reports.
  - B. Knowledge of drafting, mapping, design, and layout principles, methods, and techniques.
  - C. Knowledge of various construction methods, equipment, and materials used in Landscape Architecture.
  - D. Knowledge of the use of landscape design equipment, charts, maps, and tables.
  - E. Knowledge of surveying methods and instruments.
  - F. Knowledge of regulatory agencies and their rules affecting design and construction.
  - G. Knowledge of safety principles and practices.
  - H. Knowledge of problem-solving and conflict-resolution techniques.
  - I. Knowledge of, or the ability to learn, City policies and procedures.
  - J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - K. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
  - A. Skill in the use of landscape design equipment, charts, maps, and tables.
  - B. Skill in drafting and mapping.
  - C. Strong office equipment and computer skills, including word processing, database, spreadsheet, presentation, GIS, and CAD applications.
  - D. Skill in communicating clearly and concisely—verbally, graphically, and in writing—to effectively consult with the public, professionals, and coworkers.
  - E. Skill in managing one's own time and the time of others.
  - F. Skill in completing assignments accurately and with attention to detail.
  - G. Skill in mediation and dispute resolution.



H. 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 prepare specifications, technical reports, resolutions, and petitions.
- B. Ability to perform design and layout work.
- C. Ability to interpret construction plans and specifications and inspect them during implementation to ensure conformance with plans and specifications.
- D. Ability to apply Landscape Architecture principles and practices.
- E. Ability to estimate construction costs, including labor and materials, for proposed work.
- F. Ability to promote and develop an effective work area team.
- G. Ability to supervise and direct employee work activities of assigned team and evaluate working relationships with staff, other employees, the general public, and other governmental agencies.
- H. Ability to gather, analyze, and interpret data, and make recommendations on that basis.
- I. Ability to conduct necessary technical research and compile comprehensive reports.
- J. Ability to communicate effectively, orally, graphically, and in writing.
- K. Ability to understand and implement oral and written instructions.
- L. Ability to establish and maintain effective working relationships with coworkers, outside agencies, contractors, consultants, and the general public.
- M. Ability to operate computers.
- N. 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.
- O. Ability to communicate and interact effectively with members of the public.
- P. Ability to recognize, analyze, and solve a variety of problems.
- Q. Ability to organize and prioritize work while meeting multiple deadlines.
- R. Ability to handle difficult and stressful situations with professional composure.
- S. Ability to work successfully as a member of a team and independently without direct supervision.
- T. Ability to train and lead others.
- U. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- V. Ability to enforce safety rules and regulations.
- W. Ability to maintain confidential information.
- X. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Y. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



## Human Resources

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation  
@duluthmn.gov

DATE: February 26, 2025

TO: Civil Service Board

FROM: Heather DuVal  
Human Resources Supervisor

SUBJECT: New Job Classification of Unhoused Response Coordinator

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF UNHOUSED RESPONSE COORDINATOR.**

### **Background Information/Summary of Job**

The new job classification of Unhoused Response Coordinator is being created to coordinate the City's response to unsheltered homelessness, in partnership with other City departments. To support the City's efforts to prevent, prepare for, and respond to persons who are experiencing unsheltered homelessness through the planning, coordination, and execution of various strategies. The position will be in the field administering direct response to homeless encampments and other persons experiencing unsheltered homelessness

The proposed job description has been shared with the Basic Union, and they agree with the proposed.

### **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 Unhoused Response Coordinator.

## Unhoused Response Coordinator

### SUMMARY/PURPOSE

To coordinate the City's response to unsheltered homelessness, in partnership with other City departments. To support the City's efforts to prevent, prepare for, and respond to persons who are experiencing unsheltered homelessness through the planning, coordination, and execution of various strategies. The position will be in the field administering direct response to homeless encampments and other persons experiencing unsheltered homelessness.

### 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. Perform street outreach work, including interacting with persons experiencing unsheltered homelessness, making referrals to housing and shelter.
2. Coordinate the response to unsheltered homelessness among city departments, including Life Safety, Duluth Police Department, Parks Maintenance, and others that have a role in the City's homeless response system to identify and coordinate services that the City can directly provide to persons experiencing unsheltered homelessness, including outreach, health services and sanitation services.
3. Facilitate weekly meetings to increase communication and ensure caseloads are manageable and assist with any questions or training needs.
4. Work with homeless shelter providers, and other regional partners on unsheltered homeless response, to inform outreach coordination and outreach activities.
5. Prepare and present information related to data on unsheltered homelessness and street outreach outcomes.
6. Prepare and present education and community outreach related to opioid use and sharps disposal.
7. Coordinate community grant funding related to opioid education and clean-up.
8. Prepare relevant material for outreach presentations.
9. Represent the City in meetings about unsheltered homelessness with key stakeholders, including elected officials, staff from partner organizations, community members, and people with lived experience of homelessness.
10. Consult with other agencies as necessary for the enforcement of applicable ordinances and regulations relating to building, housing, and zoning.
11. Maintain complete and accurate records of all inspections and daily records of all activities, and prepare information for monthly reports.
12. Enforce regulations, ordinances, and codes regarding the accumulation of solid waste, rubbish and abandoned property including response to complaints and investigation.
13. Coordinate response to complaints concerning encampments to include scheduling cleanups.
14. 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.
15. 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. Associate's Degree in social work, human services, mental health services, affordable housing, or public policy or a related professional field and two (2) years of working with people experiencing homelessness or substance abuse; OR a minimum of four (4) years of related education and/or full-time, verifiable professional experience.
2. License Requirements
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
  - A. Knowledge or training in trauma informed service.
  - B. Knowledge of safe sharps disposal techniques.
  - C. Knowledge of problem solving and conflict resolution techniques.
  - D. Knowledge of applicable safety requirements.
  - E. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
  - A. Skill in conflict management and de-escalation.
  - B. Skill in interpreting and applying federal, state, and local policies, procedures, laws, and regulations.
  - C. Skill in organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
  - D. 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.
  - E. Skill in managing one's own time.
  - F. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
  - A. Ability to coordinate work of multiple city departments and external partners.
  - B. Ability to work respectfully with clients, coworkers, and key stakeholders who are diverse with respect to race, ethnicity, gender identity, sexual orientation, socio-economic status, religion, and disability status.
  - C. Ability to work both indoors and outdoors in a variety of settings.
  - D. Ability to use mobile devices and mobile applications.
  - E. Ability to provide effective training to others.
  - F. Ability to use initiative and independent judgment within established policies and procedural guidelines and exercise discretion in the absence of specific instructions.
  - G. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
  - H. 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.
  - I. Ability to communicate and interact effectively with members of the public.
  - J. Ability to communicate effectively both orally and in writing.
  - K. Ability to understand and follow instructions.
  - L. Ability to problem-solve a variety of situations.
  - M. Ability to set priorities and complete assignments on time.
  - N. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



## Human Resources

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation  
@duluthmn.gov

DATE: February 25, 2025

TO: Civil Service Board

FROM: Heather DuVal  
Human Resources Supervisor

SUBJECT: New Job Classification of Water Plant Maintenance Operator

### RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF WATER PLANT MAINTENANCE OPERATOR.

#### **Background Information/Summary of Job**

The new job classification of Water Plant Maintenance Operator is being created to assist the Water System Maintenance Foreperson with maintenance and repair of the Water Treatment Plant and pump stations and operate when necessary, including times of vacancies, illness, and emergencies. This position is to provide a continuity/redundancy in the maintenance and operations Treatment Plant Operations and Systems. This job description was previously approved at the Civil Service Board meeting in December 2024 and was revised further to modify/add language to ensure the position can Operate the Water Plant at the Senior Operator level.

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

#### **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 Water Plant Maintenance Operator.

## **Water Plant Maintenance Operator**

### **SUMMARY/PURPOSE**

To assist the Water System Maintenance Foreperson with maintenance and repair of the Water Treatment Plant and pump stations and operate when necessary, including times of vacancies, illness, and emergencies. This position is to provide a continuity/redundancy in the maintenance and operations Treatment Plant Operations and Systems.

### **SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### **SUPERVISION GIVEN**

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform routine inspections of Treatment Plant, Pump House, and Stations.
2. Perform maintenance and repairs of water supply and treatment equipment, coordinate treatment and water supply operations with all staff.
3. Perform and schedule required and seasonal preventative maintenance activities for the water treatment plant, plant support equipment, and municipal water stations.
4. Perform EPA inspections at the treatment facility, including weekly, monthly and annual forms to be sent to the EPA.
5. Assist with lab activities/samples (lead, copper, bacteria, jar tests, labs, etc.) as determined by Water Quality Compliance Officer/Supervisor.
6. Perform inspections of towers, reservoirs, stations, and other water system equipment, functions, and operations.
7. Assist in chlorine cylinder changing and standby.
8. Operate a minimum of one day each week or as needed, according to the senior operator job description.
9. Assist in the inspection, greasing, and changing of any belts for HVAC and exhaust fans on roof.
10. Grease all pumps, motors, gears, and fans as directed.
11. Perform daily, weekly, monthly inspections around the Treatment Plant and system.
12. Learn Basic Treatment Plant Operations and Procedures.
13. Perform basic Preventative Maintenance on the HVAC system including inspections, filters, and various settings for Winter and Summer months.
14. Troubleshoot and correct abnormal operating conditions in emergencies, and make split-second decisions without supervision in mechanical process, instrumentation, electrical, and equipment, and call out appropriate personnel to repair.
15. Coordinate repairs to plant, system, station, reservoirs, startup/shutdowns with other services and contractors.
16. Review Operation & Maintenance manuals and assist in the performance of all recommended maintenance.
17. Communicate with others, orally and in writing in a respectful, appropriate manner.
18. Assist with the delivery of hazardous chemicals received at the treatment facility.
19. Be available in emergency situations, shift substitutions, and to assist in operations of treatment plant or system.
20. Document all work performed using appropriate work order system.
21. Assist in maintaining and repairing water treatment equipment as assigned.
22. Work with the Water Quality Compliance Officer with sampling as needed.
23. Work with the Water System Maintenance Foreperson with maintenance and repair as needed.

24. 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.
25. 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. 3-5 years of verifiable experience operating and performing maintenance at a certified Class C Water Treatment Facility or higher.
  - B. Ability to Operate the Water Treatment Plant.
  - C. Associate's Degree in Water Resource Technology with maintenance program certification or experience/training in pumps, heating/ventilating/air conditioning.
2. License Requirements
  - A. Minimum possession of a Minnesota Class "A" or "B" Water Supply System Operator's Certificate or higher.
  - B. Possess and maintain a valid Minnesota Class D driver's license or privilege.
  - C. Obtain a Minnesota Special Boiler Operator's License within six (6) months of appointment and maintain thereafter.
3. Knowledge Requirements
  - A. Knowledge of operational characteristics of water treatment plants and pumping stations including associated mechanical and electrical equipment and devices.
  - B. Knowledge of basic theories and fundamentals of mechanical, hydraulic, pneumatic, and electrical principles associated with the repair and operation of plant equipment and pumping stations.
  - C. Basic knowledge of the use of tools, equipment, and chemicals, used in the treatment of water process.
  - D. Knowledge of basic electricity.
  - E. Knowledge of mechanical systems and plumbing.
  - F. Knowledge of water chemistry.
  - G. Knowledge of Supervisory Control Data Acquisition (SCADA) operations.
  - H. Knowledge of lagoon operations.
  - I. Basic operation of process meters.
  - J. Knowledge of mathematics used to calculate chemical dosages, flows, volumes and other related calculations.
  - K. Basic knowledge of electronics.
  - L. Knowledge of safe work practices associated with chemicals, high voltage electricity, large moving equipment, gasses and liquids under pressure, and other occupational hazards.
  - M. Knowledge of computer operations.
  - N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - O. Knowledge of effective leadership and personnel practices.
  - P. Knowledge of problem-solving and conflict-resolution techniques.
  - Q. Knowledge of applicable safety requirements.
  - R. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
  - A. Extensive skill in troubleshooting, maintaining, and repairing mechanical plumbing, electrical, and electronic systems.



- B. Skill in accurately measuring and recording data using various means, including electronic computers.
- C. Skill to calculate and predict chemical dosages and volumes.
- D. Skill in evaluating and analyzing operational methods and procedures.
- E. Skill in managing one's own time and the time of others.
- F. Skill in mediation and dispute resolution.
- G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- H. 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.
- I. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. Ability to perform a variety of semi-skilled duties involved in the maintenance and repair of the City's water treatment plants and related facilities.
- B. Ability to Operate the Water Treatment Plant weekly or in a time of operator shortage.
- C. Ability to work independently under limited supervision.
- D. Ability to use good judgment in decision-making.
- E. Ability to repair/change parts on hazardous chemical feed systems using appropriate PPE.
- F. Ability to operate and maintain all of the equipment used in the treatment plant and water system.
- G. Ability to troubleshoot using schematics, blueprints, O & M manuals, and technical drawings.
- H. Ability to operate an overhead crane.
- I. Ability to run jar tests and analyze results.
- J. Ability to process information needed in operations, troubleshooting, and correcting processes.
- K. Ability to read and interpret information from charts, maps, diagrams, gauges, meters, and computers.
- L. Exhibits leadership qualities of dependability and accountability.
- M. Ability to work shifts, Holidays, weekends, and overtime and be available for on-call duty as needed.
- N. Ability to recognize, analyze, and solve a variety of problems.
- O. Ability to organize and prioritize work while meeting multiple deadlines.
- P. Ability to handle difficult and stressful situations with professional composure.
- Q. Ability to work successfully as a member of a team and independently with minimal supervision.
- R. Ability to train and lead others.
- S. 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.
- T. Ability to communicate and interact effectively with members of the public.
- U. Ability to communicate effectively both orally and in writing.
- V. Ability to understand and follow instructions.
- W. Ability to problem-solve a variety of situations.
- X. Ability to set priorities and complete assignments on time.
- Y. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

### Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:



## Human Resources

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DATE: February 26, 2025  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: Revised Job Classification of Utility Operator

### **RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF UTILITY OPERATOR.**

#### **Background Information/Summary of Job**

The Utility Operator job classification was most recently revised in 2012. The job description is being updated based on an audit that was filed on behalf of the incumbents due to the evolution of duties and technology over time. The purpose of this position is to perform skilled and semi-skilled work to install, maintain, and repair water and gas distribution systems, as well as sanitary and stormwater collection systems. This role combines instruction, manual labor, and operation of power equipment to complete utility projects. The major/primary changes to the job description include language to reflect technology changes, evolution of general duties over time and also to better articulate the unique expectation that these operators have to know all four utilities including sanitary, storm, water, and gas maintenance.

The proposed revisions to this job description were discussed with the Basic Union and incumbents, and they are supportive of these changes.

#### **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 Operator.

## Utility Operator

### SUMMARY/PURPOSE

To perform skilled and semi-skilled work to install, maintain, and repair water and gas distribution systems (including transmission mains up to 900 PSI), as well as sanitary and stormwater collection systems. This role combines instruction, manual labor, and operation of power equipment to complete utility projects.

### DISTINGUISHING FEATURES OF THE CLASS

Employees at this level have completed the Joint Apprenticeship Training Program and demonstrate proficiency in the full range of duties. They require minimal supervision, handling most tasks independently, and are fully familiar with the operating procedures and policies. Utility Operator positions are filled after successful completion of the Apprentice Training Program.

### SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### 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. Oversee installation, repair, modification, and maintenance of the City's water, natural gas, sewer, and stormwater systems, including mains, services, and infrastructure.
2. Operate and maintain equipment for system maintenance, including trenchers, backhoes, jet rodders, rod truck, excavators, easement machine, crane truck, dump truck, skidsteer, dozer and CCTV units.
3. Respond to emergency situations as incident commander, assess damage and urgency, direct personnel and resources, and document actions in compliance with Minnesota Office of Pipeline Safety (MNOPS) and Pipeline and Hazardous Materials Safety Administration (PHMSA).
4. Use the Enterprise Asset Management (EAM) system to track utility projects, including work performed, progress, and materials.
5. Ensure worksite safety and compliance with procedures, inspecting equipment, barricades, and tools, and conducting necessary maintenance.
6. Read maps (e.g., ArcGIS) to locate and repair utility systems.
7. Restore work sites by refilling trenches, mixing and pouring concrete, and repairing road surfaces.
8. Be proficient with basic computer functions, cloud-based applications, and data collection and analysis applications.
9. Set up and maintain traffic control plans, training personnel in their proper installation.
10. Direct crews to address health/safety violations and ensure compliance.
11. Provide on-the-job training and mentorship to Utility Operator Apprentices and Utility Maintenance Workers, including Federal Motor Carriers Safety Administration (FMCSA) Entry Level Driver Training (ELDT) standards.
12. Assist with hiring, onboarding, and staff development.
13. Use appropriate safety equipment in hazardous conditions, such as exposure to asbestos, confined spaces, and sewage.
14. Assist in the maintenance of motors, pumps, and other equipment, and report defects or failures.
15. Support wastewater and stormwater monitoring and sampling.
16. Perform winter maintenance, including snow removal, ice removal, and steaming at pump stations, hydrants, and valve boxes.

17. Install and maintain water and gas mains, meters, valves, and regulator stations, as well as sewer and stormwater infrastructure.
18. Prepare worksites, including setting up traffic control, digging, and shoring.
19. Repair road surfaces by refilling trenches, and applying asphalt, gravel, or concrete.
20. Perform pipe installation, including cutting, threading, tapping, sealing joints, and installing valves and stops.
21. Inspect, operate, and repair hydrants, valves, mains, and services, including replacing connections and stop boxes.
22. Respond to and control water, gas, and sewage leaks safely to minimize environmental impact.
23. Maintain wash rack and garage areas, ensuring cleanliness and safe conditions.
24. Ensure access to vehicles, equipment, and work sites by performing snow removal.
25. Dispose of demolition debris properly, including concrete, asphalt, and pipe materials.
26. 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.
27. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
28. Provide training on new or modified procedures and policies to all affected parties.
29. 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.
30. 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 Utility Operator Apprenticeship.
  - B. Completion of Wastewater Collection Systems Volume I & II and Water Distribution System Operation and Maintenance courses.
2. License Requirements
  - A. Possession and maintenance of a valid Minnesota Class "A" Commercial Driver's License including Tanker and Combination Vehicle Endorsement or equivalent.
  - B. Possession of a valid Minnesota class "D" Water Operators license and/or a valid Minnesota Wastewater Facility Operator Class SD Certificate by the date of appointment and thereafter.
  - C. Acquire and maintain OQ (Operator Qualification) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within one (1) year of hire.
3. Knowledge Requirements
  - A. Knowledge of gas- and diesel-powered equipment used in the repair, installation, and maintenance of a utility operations system.
  - B. Knowledge of the materials, equipment, procedures, and practices used in a utility operations system.
  - C. Knowledge of policies and procedures used in the construction, repair, and maintenance of the utility operations system.
  - D. Knowledge of Occupational Safety and Health Administration (OSHA), Commercial Driver's License (CDL), Department of Transportation (DOT), Environmental Protection Agency

- (EPA), Minnesota Pollution Control Agency (MPCA), Minnesota Department of Health (MDH) and Minnesota Office of Pipeline Safety (MNOPS) regulations.
- E. Knowledge of flow monitoring and sampling of water, wastewater, and storm water.
  - F. Knowledge of Confined Space entry procedures.
  - G. Knowledge of sanitary sewer force main operation and maintenance.
  - H. Knowledge of problem-solving and conflict-resolution techniques.
  - I. Knowledge of applicable safety requirements.
  - J. Knowledge of, or the ability to learn, City policies and procedures.
  - K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - L. Knowledge of effective leadership and personnel practices.
  - M. Knowledge of safe, proper trenching, shoring procedures to include trench box operation.
  - N. Knowledge of location and topography of the City of Duluth.
  - O. Knowledge of WIN-911 and Supervisory Control and Data Acquisition (SCADA) system operation.
  - P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resource practices, leadership technique and coordination of people and resources.
4. Skill Requirements
- A. Skill in inspecting, diagnosing, and repairing the distribution and collections systems.
  - B. Skill in setting up appropriate traffic controls.
  - C. Skill in using and operating utility equipment used in the construction, repair, installation, and maintenance of the utility operations system.
  - D. Skill in using hand and power tools used in utility operations.
  - E. Skill in pinpointing natural gas leaks using CGI, four-gas meter or other tools.
  - F. Skill in pinpointing water main breaks using tools such as correlator or ground microphone.
  - G. 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.
  - H. Skill in managing one's own time and the time of others.
  - I. Skill in completing assignments accurately and with attention to detail.
  - J. 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 and implement maps, specifications, and construction plans used in utility construction work.
  - B. Ability to establish and maintain effective working relationships with supervisors, other employees, and the public.
  - C. Ability to prepare clear, concise reports.
  - D. Ability to identify excess clear water flows in the sanitary collection system.
  - E. Ability to be scheduled for standby duty.
  - F. Ability to set expectations and provide training in safe and proper work methods, development and coaching for employees in conjunction with the supervisor.
  - G. 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.
  - H. Ability to communicate and interact effectively with members of the public.
  - I. Ability to communicate effectively both orally and in writing.
  - J. Ability to recognize, analyze, and solve a variety of problems.
  - K. Ability to organize and prioritize work while meeting multiple deadlines.
  - L. Ability to handle difficult and stressful situations with professional composure.

- M. Ability to work successfully as a member of a team and independently with minimal supervision.
- N. Ability to train and lead others.
- O. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- P. Ability to enforce safety rules and regulations.
- Q. Ability to maintain confidential information.
- R. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- S. 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. Requirements also include entry into confined spaces and lifting heavy objects at unusual angles.

#### 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:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:

## Utility Operator

### SUMMARY/PURPOSE

To perform skilled and ~~semiskilled~~semi-skilled work in order to install, maintain, and repair the water and gas distribution systems, and (including transmission mains up to 900 PSI), as well as sanitary and storm water/stormwater collection systems. This role combines instruction, manual labor, and operation of power equipment to complete utility projects.

### DISTINGUISHING FEATURES OF THE CLASS

Employees at this level ~~are distinguished from the Utility Operator Apprentice level by completion of~~ have completed the Joint Apprenticeship Training Program, and ~~by the proficient knowledge, skills, and abilities; and by performance of demonstrate proficiency in~~ the full range of duties as assigned. ~~Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. They require minimal supervision, handling most tasks independently, and are fully aware of~~ familiar with the operating procedures and policies of the work unit. ~~Positions at the~~ Utility Operator level positions are filled by employees upon their after successful completion of the Utility Operator Apprentice Joint Apprenticeship Training Program.

### SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### SUPERVISION GIVEN

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

### ESSENTIAL FUNCTIONS/DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. ~~Operate and maintain equipment in order to repair, clean, install, and maintain water and gas distribution systems and sanitary and storm water collection systems.~~
  - A. ~~Perform routine~~ Oversee installation, repair, modification, and maintenance checks on vehicles of the City's water, natural gas, sewer, and equipment.
  - B. ~~Operate and maintain equipment used in sewer line and distribution line maintenance and repair~~ stormwater systems, including high pressure jet rodder, mechanical rodder, cleaning bucket machine, trenchers, mobile steamer, backhoe, loader, excavators, and hydro-excavator, cable crane, and closed circuit television equipment.
  - C. ~~Assist in the preparation of work sites to include the erection of appropriate barricades, warning devices, equipment, and shoring equipment.~~
  - D. ~~Operate and maintain equipment used in ditch, open channel, and shoreline maintenance and repair, including excavators and backhoes.~~
2. ~~Perform routine service work in order to maintain water, sanitary and storm water pumping stations, and regulator stations.~~
  - A. ~~Analyze and record hour meter data at pump stations.~~
  - B. ~~Record and report defects or failures in collection, filtration, and conveyance of wastewater, gas, water, and storm water.~~
  - C. ~~Assist in the maintenance and repair of motors and pumps and report equipment defects or failures.~~
  - D. ~~Assist in cleaning wet wells and bar screens in sanitary pump stations.~~



- ~~E. Assist in the removal of filter media at the City of Duluth Water Treatment Plant.~~
- ~~F. Assist in snow removal at pump stations.~~
- ~~G. Assist in wastewater and storm water flow monitoring and sampling.~~
- 1. ~~Assist in the installation and maintenance of water and gas service mains, water and gas services, large meters, and regulator stations and infrastructure.~~
- 2. ~~Perform skilled~~Operate ~~and semiskilled work in order to install, maintain, and repair the water equipment for system maintenance, including trenchers, backhoes, jet rodders, rod truck, excavators, easement machine, crane truck, dump truck, skidsteer, dozer and CCTV units.~~
- ~~2.3.~~ 3. ~~Respond to emergency situations as incident commander, assess damage and gas distribution~~urgency, direct personnel and sanitary resources, and storm sewer collection systems~~document actions in compliance with Minnesota Office of Pipeline Safety (MNOPS) and assist in the training of apprentices.~~Pipeline and Hazardous Materials Safety Administration (PHMSA).
- ~~A. Install and maintain water mains, valves, hydrants, gas mains, and sanitary and storm sewer mains, services, manholes, catch basins and leads.~~
- ~~B. Prepare work site by setting up traffic control, breaking street surfaces, digging, and shoring.~~
- 4. ~~Make repairs to~~Use the Enterprise Asset Management (EAM) system to track utility projects, including work performed, progress, and materials.
- 5. ~~Ensure worksite safety and compliance with procedures, inspecting equipment, barricades, and tools, and conducting necessary maintenance.~~
- 6. ~~Read maps (e.g., ArcGIS) to locate and repair utility systems.~~
- ~~3.7.~~ 3. ~~Restore work sites by refilling trenches, mixing, and pouring concrete, and smoothing asphalt, gravel and other materials to replace street~~repairing road ~~surfaces, including landscaping.~~
- ~~C. Perform work to cut, thread and tap pipes.~~
- 8. ~~Be proficient with basic computer functions, cloud-based applications, and data collection and analysis applications.~~
- 9. ~~Set up and maintain traffic control plans, training personnel in their proper installation.~~
- 10. ~~Direct crews to address health/safety violations and ensure compliance.~~
- 11. ~~Provide on-the-job training and mentorship to Utility Operator Apprentices and Utility Maintenance Workers, including Federal Motor Carriers Safety Administration (FMCSA) Entry Level Driver Training (ELDT) standards.~~
- 12. ~~Assist with hiring, onboarding, and staff development.~~
- 13. ~~Use appropriate safety equipment in hazardous conditions, such as exposure to asbestos, confined spaces, and sewage.~~
- 14. ~~Assist in the maintenance of motors, pumps, and other equipment, and report defects or failures.~~
- 15. ~~Support wastewater and stormwater monitoring and sampling.~~
- 16. ~~Perform winter maintenance, including snow removal, ice removal, and steaming at pump stations, hydrants, and valve boxes.~~
- 17. ~~Install and maintain water and gas mains, meters, valves, and regulator stations, as well as sewer and stormwater infrastructure.~~
- 18. ~~Prepare worksites, including setting up traffic control, digging, and shoring.~~
- 19. ~~Repair road surfaces by refilling trenches, and applying asphalt, gravel, or concrete.~~
- ~~D. Perform pipe sections by positioning, joining, aligning, calking, and installation, including cutting, threading, tapping, sealing joints.~~
- ~~4.20.~~ 4. ~~Install, and installing valves and stops.~~
- ~~E. Operate, inspect, inspect, operate, and repair, and test hydrants, valves, mains, and services, and mains.~~
- ~~F. Operate and maintain tools and equipment such as compressors, pneumatic hammers, tapping machines, and hand tools in a safe and efficient manner.~~
- ~~5.21.~~ 5. ~~Operate water and gas valves~~including replacing connections ~~and stop boxes.~~

- ~~G. — Install and replace water and gas services and sewer wye connections.~~
- ~~H. — Instruct apprentices in all areas of the Utility Operator apprenticeship program, as assigned.~~
- ~~6-22. Respond to emergencies and act to control water, gas, and sewage leaks in a manner that is safe for self and public and safely to minimize environmental impact.~~
- ~~I. — Provide information to customers related to utility operations in a professional manner.~~
- ~~3. — Perform maintenance duties within and around Utility Operations facilities including work sites.~~
- ~~7-23. Perform routine cleaning and maintenance of vehicle. Maintain wash rack and garage areas, including sweeping, hosing floors, washing walls, and cleaning wash rack pits ensuring cleanliness and safe conditions.~~
  - ~~A. — Maintain stock piles of materials such as gravel, blacktop, and sand, and operate a gravel pit burner to keep materials from freezing.~~
- ~~8-24. Maintain accessibility. Ensure access to vehicles, equipment, materials, pump stations, and work sites by plowing, shoveling, and removing performing snow removal.~~
- ~~25. Organize disposal. Dispose of demolition debris such as broken properly, including concrete, blacktop asphalt, and pipe materials and deliver to.~~
- ~~26. 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.~~
- ~~27. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.~~
- ~~28. Provide training on new or modified procedures and policies to all affected parties.~~
- ~~9-29. 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 dump sites, and offering expertise to improve processes, systems, and the organization.~~
- ~~10-30. Perform related Other duties and assignments as directed may be assigned.~~

## JOB REQUIREMENTS

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

1. Education ~~and~~ Experience Requirements
  - A. Completion of the Utility Operator Apprenticeship.
  - ~~B. Completion of Wastewater Collection Systems Volume I & II and Water Distribution System Operation and Maintenance courses.~~
2. License Requirements
  - A. Possession and maintenance of a valid Minnesota Class "A" Commercial Driver's License including Tanker and Combination Vehicle Endorsement or equivalent.
  - B. Possession of a valid Minnesota class "D" Water Operators license and/or a valid Minnesota Wastewater Facility Operator Class SD Certificate by the date of appointment and thereafter.
  - ~~C. Acquire and maintain OQ (Operator Qualification) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within one (1) year of hire.~~
3. Knowledge Requirements
  - A. Knowledge of gas- and diesel-powered equipment used in the repair, installation, and maintenance of a utility operations system.

- ~~A. Knowledge of all safety rules and regulations related to a utility operations system.~~
- B. Knowledge of the materials, equipment, procedures, and practices used in a utility operations system.
- C. Knowledge of policies and procedures used in the construction, repair, and maintenance of the utility operations system.
- ~~B. Knowledge of OSHA, CDL, and MNOPS regulations.~~
- ~~D. Knowledge of Occupational Safety and Health Administration (OSHA), Commercial Driver's License (CDL), Department of Transportation (DOT), Environmental Protection Agency (EPA), Minnesota Pollution Control Agency (MPCA), Minnesota Department of Health (MDH) and Minnesota Office of Pipeline Safety (MNOPS) regulations.~~
- ~~D-E.~~ Knowledge of flow monitoring and sampling of water, wastewater, and storm water.
- F. Knowledge of Confined Space entry procedures.
- G. Knowledge of sanitary sewer force main operation and maintenance.
- H. Knowledge of problem-solving and conflict-resolution techniques.
- I. Knowledge of applicable safety requirements.
- J. Knowledge of, or the ability to learn, City policies and procedures.
- K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- L. Knowledge of effective leadership and personnel practices.
- M. Knowledge of safe, proper trenching, shoring procedures to include trench box operation.
- N. Knowledge of location and topography of the City of Duluth.
- O. Knowledge of WIN-911 and Supervisory Control and Data Acquisition (SCADA) system operation.
- P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resource practices, leadership technique and coordination of people and resources.

4. Skill Requirements

- ~~A. Skill in inspecting, diagnosing, and repairing the distribution and~~
- A. ~~Collection~~collections systems.
- B. Skill in setting up appropriate traffic controls.
- C. Skill in using ~~hand and power tools~~operating utility equipment used in the construction, repair, installation, and maintenance of the utility operations system.
- D. Skill in ~~operating using hand~~ and ~~maintaining vehicles and equipment~~power tools used in utility operations.
- E. Skill in pinpointing natural gas leaks using CGI, four-gas meter or other tools.
- F. Skill in pinpointing water main breaks using tools such as correlator or ground microphone.
- G. 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.
- H. Skill in managing one's own time and the time of others.
- I. Skill in completing assignments accurately and with attention to detail.
- J. 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 and implement maps, specifications, and construction plans used in utility construction work.
- ~~A. Ability to use good judgment and work independently under limited supervision.~~
- ~~B. Ability to communicate and to follow written and oral directions.~~
- B. Ability to establish and maintain effective working relationships with supervisors, other employees, and the public.
- C. Ability to prepare clear, concise reports.
- D. Ability to identify excess clear water flows in the sanitary collection system.

#### 1. ~~Physical Ability Requirements~~

- ~~E.~~ Ability to ~~work outside in inclement weather~~ be scheduled for standby duty.
- ~~A.~~ Ability to ~~enter manholes, catch basins, and to work in confined spaces.~~
- ~~B.~~ Ability to ~~remove and replace manhole and catch basin covers.~~
- ~~F.~~ Ability to ~~set expectations and provide training in safe and proper work methods, development and coaching for employees in conjunction with the supervisor.~~
- ~~G.~~ 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.~~
- ~~H.~~ Ability to ~~communicate and interact effectively with members of the public.~~
- ~~I.~~ Ability to ~~lift and carry supplies and equipment up~~ communicate effectively both orally and in writing.
- ~~J.~~ Ability to ~~50 pounds, and occasionally carry up~~ recognize, analyze, and solve a variety of problems.
- ~~F.K.~~ Ability to ~~90 pounds~~ organize and prioritize work while meeting multiple deadlines.
- ~~G.L.~~ Ability to ~~take samples of city water, wastewater, and storm water~~ handle difficult and stressful situations with professional composure.
- ~~G.~~ Ability to ~~work expanded shifts and/or be called in for emergency work with little or no advance notice.~~
- ~~H.M.~~ Ability to ~~successfully complete a "Competent Person" training program~~ as a member of a team and independently with minimal supervision.
- ~~N.~~ Ability to ~~successfully complete a Gas Operator Qualifications program~~ train and lead others.
- ~~H.O.~~ Ability to ~~interpret and apply laws, contracts, regulations, policies, and procedures.~~
- ~~J.P.~~ Ability to ~~stand, kneel, stoop, and crouch for extended periods~~ enforce safety rules and regulations.
- ~~Q.~~ Ability to ~~maintain confidential information.~~
- ~~R.~~ Ability to ~~demonstrate dependability, responsibility, and consistency in job performance.~~
- ~~K.S.~~ Ability to ~~attend work on a regular basis~~ 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. Requirements also include entry into confined spaces and lifting heavy objects at unusual angles.

#### 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: S	7	Union: Basic	EEOC: Skilled Craft Workers	CSB: 08/07/2012	Class No: 4140
WC: 49	63	Pay: 28	EEOF: Utilities/Transportation	CC: 08/13/2012	Resolution: 42-0411R



## Human Resources

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DATE: February 26, 2025  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: Revised Job Classification of Utility Operator Apprentice

### **RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF UTILITY OPERATOR.**

#### **Background Information/Summary of Job**

The Utility Operator Apprentice job classification was most recently revised in 2012. This job description is being updated to correlate with the Utility Operator job description changes based on an audit filed on behalf of the Utility Operators. The purpose of this position is to acquire the knowledge, skills and abilities to perform skilled and semi-skilled work to install, maintain, and repair water and gas distribution systems, as well as sanitary and stormwater collection systems. The major/primary changes to the job description include language to reflect technology changes, evolution of general duties over time and also to better articulate the unique expectation that these operators have to understand all four utilities including sanitary, storm, water, and gas maintenance.

The proposed revisions to this job description were discussed with the Basic Union and incumbents, and they are supportive of these changes.

#### **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 Operator Apprentice.

## Utility Operator Apprentice

### SUMMARY/PURPOSE

As part of an approved Joint Apprenticeship and Training Program, to acquire the knowledge, skills and abilities to perform skilled and semiskilled work in order to install, maintain, and repair the water and gas distribution systems, and sanitary and storm water collection systems.

### DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Utility Operator level by the amount of guidance and instruction needed to perform duties as assigned and are not expected to function with the same amount of knowledge, proficiency, or skill level as the Utility Operator. Work is supervised while in progress and fits an established structure or pattern of the Joint Apprenticeship and Training Program. Positions at the Utility Operator Apprentice level are normally filled by advancement from the Utility Maintenance Worker classification.

### 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. Assist with installation, repair, modification, and maintenance of the City's water, natural gas, sewer, and stormwater systems, including mains, services, and infrastructure.
2. Operate and maintain equipment for system maintenance, including trenchers, backhoes, jet rodders, rod truck, excavators, easement machine, crane truck, dump truck, skidsteer, dozer and CCTV units.
3. Assist in emergency situations to assess damage and urgency, assist personnel and resources, and document actions in compliance with Minnesota Office Pipeline Safety (MNOPS) and Pipeline and Hazardous Materials Safety Administration (PHMSA).
4. Use the Enterprise Asset Management (EAM) system to track utility projects, including work performed, progress, and materials.
5. Ensure worksite safety and compliance with procedures, inspecting equipment, barricades, and tools, and conducting necessary maintenance.
6. Read maps (e.g., ArcGIS) to locate and repair utility systems.
7. Restore work sites by refilling trenches, mixing and pouring concrete, and repairing road surfaces.
8. Set up and maintain traffic control plans.
9. Assist in addressing health/safety violations to ensure compliance.
10. Use appropriate safety equipment in hazardous conditions, such as exposure to asbestos, confined spaces, and sewage.
11. Assist in the maintenance of motors, pumps, and other equipment, and report defects or failures.
12. Support wastewater and stormwater monitoring and sampling.
13. Perform winter maintenance, including snow removal, ice removal, and steaming at pump stations, hydrants, and valve boxes.
14. Assist with the installation and maintenance of water and gas mains, meters, valves, and regulator stations, as well as sewer and stormwater infrastructure.
15. Prepare worksites, including setting up traffic control, digging, and shoring.
16. Repair road surfaces by refilling trenches, and applying asphalt, gravel, or concrete.
17. Perform pipe installation, including cutting, threading, tapping, sealing joints, and installing valves and stops.



18. Inspect, operate, and repair hydrants, valves, mains, and services, including replacing connections and stop boxes.
19. Respond to and control water, gas, and sewage leaks safely to minimize environmental impact.
20. Maintain wash rack and garage areas, ensuring cleanliness and safe conditions.
21. Ensure access to vehicles, equipment, and work sites by performing snow removal.
22. Dispose of demolition debris properly, including concrete, asphalt, and pipe materials.
23. 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.
24. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
25. 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.
26. 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 one (1) year of employment as a Utility Maintenance Worker; OR
- B. Two (2) years' full-time equivalent education and/or experience in water, wastewater, storm water or gas utility construction or maintenance.
- C. Complete Wastewater Collection Systems volume I & II and Water Distribution System Operation and Maintenance courses within three (3) years of date of hire.

#### 2. License Requirements

- A. Possess and maintain a valid Minnesota Class "A" Commercial Driver's License including Tanker and Combination Vehicle Endorsement or equivalent.
- B. Ability to obtain a valid Minnesota class "D" Water Operators license and/or a valid Minnesota Wastewater Facility Operator Class SD Certificate by the end of the apprenticeship period.
- C. Acquire and maintain Operator Qualification (OQ) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within one (1) year of hire.

#### 3. Knowledge Requirements

- A. Knowledge of gas- and diesel-powered equipment used in the repair, installation, and maintenance of a utility operations system.
- B. Knowledge of the materials, equipment, procedures, and practices used in a utility operations system.
- C. Knowledge of policies and procedures used in the construction, repair, and maintenance of the utility operations system.
- D. Knowledge of Occupational Safety and Health Administration (OSHA), Commercial Driver's License (CDL), Department of Transportation (DOT), Environmental Protection Agency (EPA), Minnesota Pollution Control Agency (MPCA), Minnesota Department of Health (MDH) and Minnesota Office of Pipeline Safety (MNOPS) regulations.
- E. Knowledge of flow monitoring and sampling of water, wastewater, and storm water.
- F. Knowledge of Confined Space entry procedures.
- G. Knowledge of sanitary sewer force main operation and maintenance.
- H. Knowledge of problem-solving and conflict-resolution techniques.

- I. Knowledge of applicable safety requirements.
- J. Knowledge of, or the ability to learn, City policies and procedures.
- K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- L. Knowledge of safe, proper trenching, shoring procedures to include trench box operation.
- M. Knowledge of location and topography of the City of Duluth.
- N. Knowledge of WIN-911 and Supervisory Control and Data Acquisition (SCADA) system.
- O. Knowledge of business and management principles involved in strategic planning, resources allocation human resource practices, leadership techniques and coordination of people and resources.

4. Skill Requirements

- A. Skill in inspecting, diagnosing, and repairing the distribution and collections systems.
- B. Skill in setting up appropriate traffic controls.
- C. Skill in using and operating utility equipment used in the construction, repair, installation, and maintenance of the utility operations system.
- D. Skill in using hand and power tools used in utility operations.
- E. Skill in pinpointing natural gas leaks using CGI, four-gas meter or other tools.
- F. Skill in pinpointing water main breaks using tools such as correlator or ground microphone.
- G. 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.
- H. Skill in managing one's own time and the time of others.
- I. Skill in completing assignments accurately and with attention to detail.
- J. 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 learn Federal Motor Carriers Safety Administration (FMCSA) and Entry Level Driver Training (ELDT) standards.
- B. Ability to read and implement maps, specifications, and construction plans used in utility construction work.
- C. Ability to establish and maintain effective working relationships with supervisors, other employees, and the public.
- D. Ability to prepare clear, concise reports.
- E. Ability to identify excess clear water flows in the sanitary collection system.
- F. Ability to set expectations and provide training in safe and proper work methods, development and coaching for employees in conjunction with the supervisor.
- G. Ability to successfully complete a "Competent Person" training program.
- H. Ability to maintain confidential information.
- I. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- J. 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. Requirements also include entry into confined spaces and lifting heavy objects at unusual angles.

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:	Union:	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:

## Utility Operator Apprentice

### SUMMARY/PURPOSE

As part of an approved Joint Apprenticeship and Training Program, to acquire the knowledge, skills and abilities to perform skilled and semiskilled work in order to install, maintain, and repair the water and gas distribution systems, and sanitary and storm water collection systems.

### DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Utility Operator level by the amount of guidance and instruction needed to perform duties as assigned, and are not expected to function with the same amount of knowledge, proficiency, or skill level as the Utility Operator. Work is supervised while in progress and fits an established structure or pattern of the Joint Apprenticeship and Training Program. Positions at the Utility Operator Apprentice level are normally filled by advancement from the Utility Maintenance Worker classification.

### 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 FUNCTIONS/DUTIES AND RESPONSIBILITIES (other duties may be assigned)

- ~~1. Operate and maintain equipment in order to Assist with installation, repair, clean, install/modification, and maintain/maintenance of the City's water and, natural gas distribution, sewer, and stormwater systems and sanitary and storm water collection systems.~~
- ~~1. Perform routine maintenance checks on vehicles, including mains, services, and equipment/infrastructure.~~
- ~~2. Operate and maintain equipment used in sewer line and distribution line for system maintenance and repair, including high pressure jet rodder, mechanical rodder, cleaning bucket machine, trenchers, mobile steamer, backhoe, loader/backhoes, jet rodders, rod truck, excavators, and hydro-excavator, cable easement machine, crane truck, dump truck, skidsteer, dozer and CCTV units.~~
- ~~3. Assist in emergency situations to assess damage and urgency, assist personnel and resources, and closed circuit television/document actions in compliance with Minnesota Office Pipeline Safety (MNOPS) and Pipeline and Hazardous Materials Safety Administration (PHMSA).~~
- ~~4. Use the Enterprise Asset Management (EAM) system to track utility projects, including work performed, progress, and materials.~~
- ~~5. Ensure worksite safety and compliance with procedures, inspecting equipment, barricades, and tools, and conducting necessary maintenance.~~
- ~~6. Read maps (e.g., ArcGIS) to locate and repair utility systems.~~
- ~~7. Restore work sites by refilling trenches, mixing and pouring concrete, and repairing road surfaces.~~
- ~~2-8. Set up and maintain traffic control plans.~~
- ~~9. Assist in the preparation of work sites to include the erection of addressing health/safety violations to ensure compliance.~~
- ~~3-10. Use appropriate barricades, warning devices, safety equipment in hazardous conditions, such as exposure to asbestos, confined spaces, and shoring equipment/sewage.~~
  - ~~A. Operate and maintain equipment used in ditch, open channel, and shoreline maintenance and repair, including excavators and backhoes.~~

- ~~2. Perform routine service work in order to maintain water, sanitary and storm water pumping stations, and regulator stations.~~
  - ~~A. Analyze and record hour meter data at pump stations.~~
- ~~4.11. Record~~ Assist in the maintenance of motors, pumps, and other equipment, and report defects or failures in collection, filtration, and conveyance of wastewater, gas, water, and storm water.
  - ~~B. Assist in the maintenance and repair of motors and pumps and report equipment defects or failures.~~
  - ~~C. Assist in cleaning wet wells and bar screens in sanitary pump stations.~~
  - ~~D. Assist in the removal of filter media at the City of Duluth Water Treatment Plant.~~
  - ~~E. Assist in snow removal at pump stations.~~
- ~~5.12. Assist in~~ Support wastewater and storm water flowstormwater monitoring and sampling.
- ~~13. Perform skilled~~winter maintenance, including snow removal, ice removal, and semiskilled work in order to install, maintain, steaming at pump stations, hydrants, and repairvalve boxes.
- ~~6.14. Assist with~~ the installation and maintenance of water and gas distribution and sanitary mains, meters, valves, and stormregulator stations, as well as sewer collection systems and assist in the training of apprenticesstormwater infrastructure.
  - ~~A. Install and maintain water mains, valves, hydrants, gas mains, and sanitary and storm sewer mains, services, manholes, catch basins and leads.~~
- ~~7.15. Prepare work site by~~worksites, including setting up traffic control, breaking street surfaces, digging, and shoring.
- ~~8.16. Make repairs to work sites~~Repair road surfaces by refilling trenches, mixing, pouring, and smoothingapplying asphalt, gravel and other materials to replace street surfaces, including landscaping, or concrete.
  - ~~B. Perform work to cut, thread and tap pipes.~~
  - ~~C. Install pipe sections by positioning, joining, aligning, calking, and~~installation, including cutting, threading, tapping, sealing joints.
- ~~9.17. Install, and installing~~ valves and stops.
  - ~~D. Operate, inspect, Inspect, operate, and~~ repair, and test hydrants, valves, mains, and services, and mains.
  - ~~E. Operate and maintain tools and equipment such as compressors, pneumatic hammers, taping machines, and hand tools in a safe and efficient manner.~~
- ~~10.18. Operate water and gas valves~~including replacing connections and stop boxes.
  - ~~F. Install and replace water and gas services and sewer wye connections.~~
  - ~~G. Instruct apprentices in all areas of the Utility Operator apprenticeship program, as assigned.~~
- ~~14.19. Respond to emergencies and act to control water, gas, and sewage leaks in a manner that is safe for self and public and~~safely to minimize environmental impact.
  - ~~H. Provide information to customers related to utility operations in a professional manner.~~
- ~~3. Perform maintenance duties within and around Utility Operations facilities including work sites.~~
- ~~12.20. Perform routine cleaning and maintenance of vehicle~~Maintain wash rack and garage areas, including sweeping, hosing floors, washing walls, and cleaning wash rack pitsensuring cleanliness and safe conditions.
  - ~~A. Maintain stock piles of materials such as gravel, blacktop, and sand, and operate a gravel pit burner to keep materials from freezing.~~
- ~~13.21. Maintain accessibility~~Ensure access to vehicles, equipment, materials, pump stations, and work sites by plowing, shoveling, and removingperforming snow removal.
- ~~22. Organize disposal~~Dispose of demolition debris such as brokenproperly, including concrete, blacktopasphalt, and pipe materials.
- ~~23. 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.

24. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and ~~deliver to simplifying~~ procedures.

14.25. 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 ~~dump sites~~, and offering expertise to improve processes, systems, and the organization.

15.26. Perform related ~~Other~~ duties and assignments as directed ~~may be assigned~~.

## JOB REQUIREMENTS

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

### 1. Education ~~and~~ Experience Requirements

- A. Completion of one (1) year of employment as a Utility Maintenance Worker; OR
- B. Two (2) years' full-time equivalent education and/or experience in water, wastewater, storm water or gas utility construction or maintenance.
- C. Complete Wastewater Collection Systems volume I & II and Water Distribution System Operation and Maintenance courses within three (3) years of date of hire.

### 2. License Requirements

- A. Possess and maintain a valid Minnesota Class "A" Commercial Driver's License including Tanker and Combination Vehicle Endorsement or equivalent.
- B. Ability to obtain a valid Minnesota class "D" Water Operators license and/or a valid Minnesota Wastewater Facility Operator Class SD Certificate by the end of the apprenticeship period.
- C. Acquire and maintain Operator Qualification (OQ) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within one (1) year of hire.

### 3. Knowledge Requirements

- A. Knowledge of gas- and diesel-powered equipment used in the repair, installation, and maintenance of a utility operations system.
- ~~A. Knowledge of all safety rules and regulations related to a utility operations system.~~
- B. Knowledge of the materials, equipment, procedures, and practices used in a utility operations system.
- C. Knowledge of policies and procedures used in the construction, repair, and maintenance of the utility operations system.
- ~~B. Knowledge of OSHA, CDL, and MNOPS regulations.~~
- D. Knowledge of Occupational Safety and Health Administration (OSHA), Commercial Driver's License (CDL), Department of Transportation (DOT), Environmental Protection Agency (EPA), Minnesota Pollution Control Agency (MPCA), Minnesota Department of Health (MDH) and Minnesota Office of Pipeline Safety (MNOPS) regulations.
- ~~D-E.~~ Knowledge of flow monitoring and sampling of water, wastewater, and storm water.
- F. Knowledge of Confined Space entry procedures.
- G. Knowledge of sanitary sewer force main operation and maintenance.
- H. Knowledge of problem-solving and conflict-resolution techniques.
- I. Knowledge of applicable safety requirements.
- J. Knowledge of, or the ability to learn, City policies and procedures.

- K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- L. Knowledge of safe, proper trenching, shoring procedures to include trench box operation.
- M. Knowledge of location and topography of the City of Duluth.
- N. Knowledge of WIN-911 and Supervisory Control and Data Acquisition (SCADA) system.
- O. Knowledge of business and management principles involved in strategic planning, resources allocation human resource practices, leadership techniques and coordination of people and resources.

4. Skill Requirements

- ~~A.~~ Skill in inspecting, diagnosing, and repairing the distribution and ~~Collection~~collections systems.
- B. Skill in setting up appropriate traffic controls.
- C. Skill in using ~~hand~~ and ~~power tools~~operating utility equipment used in the construction, repair, installation, and maintenance of the utility operations system.
- D. Skill in ~~operating~~using hand and ~~maintaining vehicles and equipment~~power tools used in utility operations.
- E. Skill in pinpointing natural gas leaks using CGI, four-gas meter or other tools.
- F. Skill in pinpointing water main breaks using tools such as correlator or ground microphone.
- G. 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.
- H. Skill in managing one's own time and the time of others.
- I. Skill in completing assignments accurately and with attention to detail.
- J. 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 learn Federal Motor Carriers Safety Administration (FMCSA) and Entry Level Driver Training (ELDT) standards.
- ~~A-B.~~ Ability to read and implement maps, specifications, and construction plans used in utility construction work.
- ~~A.~~ Ability to use good judgment and work independently under limited supervision.
- ~~B.~~ Ability to communicate and to follow written and oral directions.
- ~~B-C.~~ Ability to establish and maintain effective working relationships with supervisors, other employees, and the public.
- ~~C-D.~~ Ability to prepare clear, concise reports.
- ~~D-E.~~ Ability to identify excess clear water flows in the sanitary collection system.

~~1.~~ Physical Ability Requirements

- ~~A.~~ Ability to work outside in inclement weather.
- ~~B.~~ Ability to enter manholes, catch basins, set expectations and to workprovide training in confined spaces.
- ~~C.~~ Ability to remove safe and replace manholeproper work methods, development and catch basin covers.
- ~~D.~~ Ability to lift and carry supplies and equipment up to 50 pounds, and occasionally carry up to 90 pounds.
- ~~E.~~ Ability to take samples of city water, wastewater, and storm water.
- ~~F.~~ Ability to work expanded shifts and/or be called incoaching for emergency workemployees in conjunction with little or no advance notice.
- ~~E-F.~~ Ability to complete the training program as approved by the Joint Apprenticeship and Training Committee (J.A.T.C.)-supervisor.
- ~~F-G.~~ Ability to successfully complete a "Competent Person" training program.

~~G.H.~~ Ability to successfully complete a Gas Operator Qualifications program ~~maintain confidential information.~~

~~H.I.~~ Ability to stand, kneel, stoop, demonstrate dependability, responsibility, and crouch for extended periods, consistency in job performance.

~~I.J.~~ Ability to attend work on a regular basis 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. Requirements also include entry into confined spaces and lifting heavy objects at unusual angles.

#### 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: S	7	Union: Basic	EEOC: Skilled Craft Workers	CSB: 08/07/2012	Class No: 4225
WC: 19	63	Pay: 25A*	EEOF: Utilities/Transportation	CC: 08/13/2012	Resolution: 12-0410R