

## Drainage Leader I

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### **DEFINITION**

This work involves the direct supervision of crews and equipment assigned for the maintenance and service of a city-wide drainage system. Work is organized into areas including Customer Services, Environmental Monitoring and Response, Minor Repair, Lake and Dry Pond Maintenance, and Preventive Maintenance programs. Working activities vary according to season, weather conditions, and construction/maintenance project schedules. As a working leader, employees in this class participate in manual labour equipment operations, and other related aspects of jobsite working activities. Major operational and field decisions are referred to a Drainage Supervisor when required.

**Customer Services:** The Drainage Leader I supervise a day shift crew responding to incoming trouble calls, dealing with customer complaints associated with drainage performance and sewer backup. The Leader I diagnose the nature and location of problems (televising drainage lines as required), determine whether dig-ups are required, directs crew activities to clear drainage lines, and performs clean up work at service sites. The Leader I maintain service records and associated documentation for claims, and ensure service call productivity objectives are met.

**Environmental Services:** The Drainage Leader I directs field crews in response to spills and other releases of unacceptable materials into the drainage system, leads maintenance activities associated with stormwater management lakes and dry ponds (including ice measurement and signage), deals with complaints from the public concerning drainage and environment issues, supervises the application of herbicides to control root growth, directs crews involved with the investigation and testing of cross-connections, and coordinates the inspection and maintenance of outfalls.

**Minor Repairs:** The Drainage Leader I directs the activities of crews involved with the dig-up, diagnosis and repair, and back filling of drainage system lines and associated structures such as catch basins. Work is performed on a scheduled maintenance basis or in response to emergent situations.

**Drainage Televising:** The Drainage Leader I direct the activities of crews that investigate and diagnose the condition and failures in drainage pipes with the use of specialized televising and recording equipment. Other activities such as low pressure flushing and cleaning of sewer lines and maintenance of outfalls and culverts are performed by crews under the direction of the Foreman.

### **TYPICAL DUTIES** \*

Act as a primary contact for customer complaints and service delivery for drainage maintenance and problem resolution work conducted by service crews. Determines when additional support work is required such as line televising, dig-ups, etc.

Responds to incoming requests for service and repair, supervises the deployment of vehicles and equipment to jobsites and ensures that appropriate safety measures such as traffic control are taken.

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

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

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

Makes operational jobsite decisions and provides direction to service crew members, refers major issues to the Senior Foreman.

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

Provide assistance to other crews to meet service demands and unusual repair situations. Perform related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

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

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

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

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

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

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

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

- Grade 12 supplemented by foremanship training including Level I. Leading People for Results. A minimum of 3 years of experience in all aspects of inspection, cleaning and repairs of the sewer system is required.
- Possession of a pesticide application certificate where applicable.
- Valid Alberta Drivers License with airbrake certification, City Driving Permit.

**Drainage Services:**

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

The Drainage Branch reserves the right to waive the certification requirement for:

- an individual employee after 2 unsuccessful attempts at attaining the certification in a 2 year time frame or for
- a posted Design & Construction Section vacancy, where specific circumstances warrant,

provided that such waiver does not jeopardize the branch's ability to meet Alberta Environment certification requirements. The following classifications in the Drainage Operations Section will continue to require certification and incumbents will not be eligible for waiver of the certification requirement under any circumstances - these classifications are: Drainage Supervisor, Drainage Trainer, Training & Safety Instructor, Drainage Leader II, Maintenance Repairman II, and Pumpwell Millwright II.

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

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Drainage Uncertified Grade	1896 048			
Drainage Certified Grade	2195 120			
Last Updated:	2010-05			
Originated:	2004-12			