

**COMMUNITY SERVICES DEPARTMENT  
STREETS, SEWER AND TREES SECTION  
OPERATIONS SERVICES SUPERVISOR**

**GENERAL DUTIES:** Under the general supervision of the Operations Services Manager, plan and coordinate the activities of the Streets, Sewer and Trees Section; supervise personnel engaged in maintenance and installation of the sewer system, as well as, street and tree maintenance. Also, operate and maintain equipment related to street, sewer and tree maintenance programs. The City of Gilroy supports cross-training in other field operation areas, therefore, may perform work in support of the Landscape Section and/or Water Section as assigned.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Plan, organize, lead and monitor Streets/Sewer/Trees Section activities, including inspecting, cleaning, maintaining, and repairing storm and sanitary sewer lines; maintaining and making improvements to streets, curbs, gutters, sidewalks, and drainage facilities; painting traffic control lines, street symbols, and curb markings; installing and maintaining street signs; street sweeping, graffiti removal, trash removal, and leaf pick-up; planting, caring for, and maintaining publicly-owned trees.
2. Determine priorities, methods and sequences of work necessary to achieve objectives; assign personnel, material and equipment in accordance with priorities and needs.

3. Inspect work in progress and upon completion to insure compliance with standards; inform higher management level of work in progress, operating problems, and actual or potential delays.
4. Apply City and departmental policies, procedure rules and regulations pertaining to the work and to the work group; prepare work appraisals and discuss performance evaluations; initiate official disciplinary actions as necessary; identify and/or resolve subordinate issues.
5. Carry out and participate in a variety of information collection activities, such as interviewing prospective employees, and fact finding pertinent to budget needs, disciplinary action, performance evaluations, subordinate complaints and operating problems.
6. Assist in the preparation of annual budget justifications for changes in personnel, financial and material resources by preparing appropriate written input, and control expenditures by applying policy pertaining to purchases, vacation, overtime and sick leave usage.
7. Is responsible for the maintenance of safe working conditions, good housekeeping practices and the use of safe work practices by subordinates.
8. Coordinate with other City work units and outside contractors; assist in the determination of the need for use of outside contractors and in the determination of the compliance of their work with specifications.
9. Respond to questions, complaints and emergency calls from the general public and take appropriate courses of action.
10. Direct and participate in the maintenance of necessary records and prepares periodic activities reports.
11. May perform work, and/or cross train, in support of the Landscape Section and/or Water Section as assigned.
12. Perform other related work as assigned.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Must exhibit a high degree of interpersonal skill.
2. Sufficient skill to operate a personal computer.
3. Sufficient skill to operate a variety of equipment associated with maintenance and repairs of streets, sewer, and storm drains.

**KNOWLEDGE:** Knowledge of:

1. Methods, equipment, materials and techniques used in the repair and maintenance of streets, curbs, gutters, sidewalks, drainage facilities, and sanitary sewer lines as well as the installation and maintenance of publicly-owned trees.
2. Safe work practices, and applicable laws and regulations including rules, regulations, laws, and practices required by CAL OSHA and CAL EPA in the safe performance of work.
3. State of California and U.S. Department of Transportation traffic control, and street and highway construction and maintenance.
4. Principles of supervision and training.
5. Customer service techniques.
6. Report and letter writing.
7. Basic arithmetic, correct English usage, grammar, spelling and punctuation.

**ABILITIES:** Ability to:

1. Effectively plan, organize, direct and review the work of employees.
2. Acquire a thorough knowledge of all aspects of the City's streets, sewer system, and publicly owned trees.
3. Prepare budget requests, construction and maintenance cost schedules and specifications for equipment and vehicles used by the Streets/Sewer/Trees Section.
4. Read and interpret technical materials such as material and equipment specifications, blueprints, maintenance and repair manuals, pest and disease control information, and other materials related to the Streets/Sewer/Trees Section work.
5. Communicate effectively, both verbally and in writing.
6. Operate a personal computer using word processing and spreadsheet software.
7. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
8. As required, perform medium to heavy physical labor including lifting and carrying heavy objects.
9. Work out of doors for extended periods often under possible unfavorable weather conditions.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

When working in the office and in the field, the following may be used:

1. Computer, keyboard and monitor
2. Laser-jet or ink jet printer
3. Telephone
4. Copier
5. Calculator
6. Facsimile machine
7. Camera
8. Handcart or dolly
9. Two-way radio
10. Safety goggles, gloves, hard-hat, shoes, ear plugs, first-aid kit and safety vest
11. Aerosol cans, solvents, paint, thinners, pesticides, etc.
12. Hand tools, rakes, shovels, drills, sanders, etc.
13. Ladders
14. Soil compactor
15. Water pump
16. Welder
17. Auger
18. Power tools, drill, saw, concrete saw, chain saw, chop-saw, trench snapper, circular saw, etc.
19. Air compressor, jack hammer, clay spade
20. Traffic control barricades, cones, signs and light bars
21. Automobile, truck or van
22. Heavy equipment, loader, dump truck, sewer truck, tractor mower, roller, backhoe, asphalt spreader, sweeper, forklift, water truck, etc.
23. Paint truck and portable sprayer
24. Oiler, crack seal machine
25. Sign machine

### **PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities, which include using many hand tools and operating heavy equipment on a daily basis:

1. Sitting, when using vehicles and heavy equipment for transportation and work, etc.
2. Standing, during traffic control, painting, sewer cleaning, laying asphalt, etc.
3. Walking, during traffic control, painting, sewer cleaning, laying asphalt, marking U.S.A. locates, etc.
4. Stooping, while picking up painting stencils, setting up traffic control cones, etc.
5. Kneeling, when painting or when repairing sewer and storm drain lines, etc.
6. Bending, when painting, viewing sewer and storm drains, raking asphalt, shoveling, repairing drains, marking U.S.A. locates, etc.
7. Climbing, when working in and on heavy equipment or out in the field.
8. Twisting, when watching for traffic, using paint stencils, moving barricades/cones, shoveling debris or dirt, etc.
9. Pushing/pulling, when raking asphalt, laying concrete, preparing to paint, etc.
10. Lifting, concrete sacks, barricades and cones, sewer and storm drain lids, etc.
11. Carrying, hand tools, rakes, shovels, cones, stencils, radios and other field equipment, etc.

12. Dragging, while moving manhole covers, hoses, concrete sacks, sand bags, etc.
13. Driving, while servicing City facilities, attending meetings, purchasing supplies, etc.
14. Speed, in meeting deadlines and using office equipment.

Under typical office conditions, employee performs a majority of these physical activities but to a lesser degree, when handling files, books, binders, and boxes of work-related materials.

### **SENSORY DEMANDS:**

Employees spend a majority of their time working outdoors. For safety reasons, employees are required to utilize all of these senses when working with light and heavy equipment and tools. Under typical office conditions, employees utilize these same senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, adding machine, etc.

1. Seeing, color vision is necessary when identifying color-coded signage and when painting and marking U.S.A. locates.
2. Hearing, employee must be able to listen for traffic, heavy equipment, and communication from others.
3. Speaking, employee must be able to communicate with co-workers, customers and the public.
4. Touching/feeling, employee must be able to differentiate between sharp or hot objects, in order to prevent injury or an unsafe condition when working in the field.
5. Smelling, employee must be able to differentiate between chemicals and gases.

### **ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, approximately 75% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, concrete, etc.
3. Noise Level: Conducive to office settings with phones, copiers, radios, and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by wall heater, central heating and air conditioning units.
6. Dust or Fumes: Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions, approximately 20% of the time.
2. Travel: Under varying conditions via automobile, 5-10% of the time.
3. Flooring: Asphalt, dirt, mud, concrete, carpet, tile, wood, linoleum, uneven surfaces, etc.
4. Noise Level: Varying low to high levels due to trucks, chainsaws, chop-saws, rollers, and in general, heavy to light street traffic.
5. Lighting: Conducive to day or night setting, but may also work in poorly lit areas such as below the ground in confined spaces such as storm drains or open trenches.
6. Ventilation: Heating and air conditioning provided by a vehicle/truck. Normal to high, for exposure to extreme hot, cold or rainy conditions depending on the time of the year.
7. Dust or Fumes: Normal to high levels, from vehicle exhaust, paint, propane, gasoline, sewer gases, concrete dust, asphalt dust, pollen, etc.

**HAZARDS:**

When working in the field, mechanical, electrical or chemical exposure is low to high, depending on the specific work being performed. Employees working with heavy equipment must be aware of their surroundings to avoid injury to others or damage to unexposed electrical, irrigation, water and gas lines. There is potential exposure to biological waste or bodily fluids when working in the sewer system.

Mechanical or electrical exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, or radio.

**ATMOSPHERIC CONDITIONS:**

Minimal to high exposure to vapors occurs due to solvents, paints, vehicle exhaust, chemicals, propane, sewer gases and other materials.

Some exposure to vapors occurs in the Streets, Sewer and Trees office due to the close proximity of the parking lot area. Typical office exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Graduation from high school or GED.
2. Six (6) years of experience in any combination of street, sanitary sewer system, and/or tree/forestry system operation and maintenance, including two (2) years of supervisory experience at a leadworker level or higher.
3. Must possess or obtain within a specified period from appointment one of the following:
  - ◆ a Grade II Waste Water Collection System Maintenance Certification.
  - ◆ a State of California Qualified Applicator Certificate.
  - ◆ a State of California Pest Control Advisor License; and/or twelve (12) college semester units, twelve (12) Continuing Education Units (C.E.U.s), or 120 hours of documented training in a combination of street, sidewalk, storm drain, curb, gutter, street painting, traffic control, and or street signs.
4. Must obtain additional certifications noted above as directed.
5. Subject to weekend work, work on holidays, varied shifts, and recall on a scheduled and/or emergency basis.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s). Obtain and maintain a California Class A Driver License within one year from date of hire. May be required to obtain endorsements. Must participate in the Department of Transportation Drug and Alcohol testing program, which includes submission

to random drug and alcohol testing.

7. Pass a post-offer medical examination, which includes a drug test.
8. Pass a Department of Justice criminal record check for employment.
9. Prefer non-tobacco user.