



City of Duluth  
3167 Main Street  
Duluth, GA 30096

## JOB DESCRIPTION

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JOB TITLE: **MAINTENANCE WORKER II**  
DEPARTMENT: Public Works  
SUPERVISOR: Public Works Supervisor  
DATE: 8/14/2024  
EEO CATEGORY: 08 (Service-Maintenance)  
EEO FUNCTION: 02 (Streets & Highways)  
NIMS/ICS: FEMA IS-100.PW & IS-700  
FLSA: Non-Exempt (“Hourly”)  
SAFETY SENSITIVE? Yes

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.*

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### **JOB SUMMARY:**

#### General:

Employees hired for this position perform semi-skilled and skilled manual work which is performed alone or part of a crew, which may involve breaking up and repouring of concrete sidewalks, curbs, and roadways, cutting, removal of old asphalt and patching roads with both hot and cold asphalt, replacement of signs and various other infrastructure maintenance duties. Other duties may involve trash removal, upkeep and cleaning of various outdoor properties and litter removal from roadways. **Employees are required to perform heavy physical labor in all types of outdoor weather using a variety of tools and equipment.**

#### Specific to the Downtown/Town Green/Festival Center Assignment:

The employee in this assignment performs semi-skilled, manual work which is performed alone or as part of crew, involving the cleaning and maintenance of the Downtown, Town Green, and

Festival Center areas. Also included is assisting with set-up and clean-up of special events, and operating equipment specific to the area. Work involves interaction with other City employees, the general public, and other diverse groups. **Employee is required to complete various specialized documents and to understand regulations specific to fountains and pools and must be able to communicate clearly with inspectors from other government agencies.** The employee is required to perform physical labor in all types of outdoor weather using a variety of tools and equipment. This position requires working various days of the week (**including many weekends**), and **various hours of the day, which are subject to change on a weekly basis depending on the events scheduled in the area.** The employee must be able to work independently without close supervision. **Will be on-call to inspect the fountain and take care of unexpected problems or emergencies.**

## **DISTINGUISHING CHARACTERISTICS:**

### **Maintenance Worker II**

This is the fully proficient level in the maintenance worker series. It is expected that these employees will (1) successfully complete their initial on-the-job training, (2) be qualified to perform the full range of essential duties and responsibilities at a fully proficient level in their area of assignment, (3) be able to operate the full range of tools and equipment used in their assignment, (4) possesses all knowledge, skills, and abilities required at the fully proficient level for their assignment, and (5) have completed or schedule to complete the FEMA IS-100.PW and IS-700 courses if required, and complete or schedule to complete an authorized traffic flagger training course if required. Most Maintenance Workers will fit into this category.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The specific duties, knowledge, skills, and abilities required for each work assignment will vary. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

Typically, Maintenance Workers are assigned in one of three areas:

- (1) infrastructure repair and maintenance (includes all asphalt and concrete repairs)
- (2) grounds, right of way maintenance and custodial duties
- (3) downtown grounds maintenance and custodial duties and Fountain maintenance.

However, Maintenance Workers are subject to reassignment at any time in order to meet the needs of the City.

### **1. Performs street repair and maintenance, including:**

- resurface, repair or patch roadways with hot asphalt or “cold patch”
- break up (“fragment”) and remove pavement and sidewalks using pneumatic tools
- install and stripe speed humps
- install, maintain, and remove traffic and street signs

- repair, replace and maintain sidewalks and other concrete infrastructure (includes form setting, pouring, and finishing)
- remove and install traffic markings, delineators and channelizing devices on streets, crosswalks, and curbs
- remove ice and snow from public roadways, sidewalks, and City facility parking lots
- build and maintain road shoulders and berms

2. **Performs grounds maintenance and custodial duties at City facilities and on City Rights-of-Way, including:**

- mows grass, weedeats, edges sidewalks and curbs
- removes litter and debris from roadway curbs, shoulders, medians, sidewalks, and other City rights-of-way
- plants, trims, waters, shrubs, plants, and flowers
- clears weeds and brush
- empties garbage containers in various areas
- collects trash and litter

3. **Performs grounds maintenance and custodial duties in all of downtown (downtown encompasses two blocks from SR 120 south to Hardy Street including Hill Street and Main Street) includes Festival Center and Parsons Alley:**

- For the water fountain:
  - clean all fountain filters and screens
  - check ph balance and chlorine level of fountain water daily, add chemicals as appropriate ensuring fountain meets all Health Department requirements at all times
  - keep pump house clean; monitor and order chemicals and supplies as needed; report issues with pumps, valves or other specialty equipment, repair as requested.
- For entire downtown area:
  - collect litter, maintain cleanliness and appearance, including weeding
  - empty, clean, and sanitize outdoor trash/litter containers
  - clean drinking water fountains and maintain their cleanliness and appearance
  - clean off any sidewalk chalk, ice cream, etc. on concrete areas or brick walls
  - clean/sweep all concrete areas around Town Green as needed
  - clean curbing, islands, and sidewalks in all of downtown
  - clear leaves and all other debris from water fountain spouts daily
  - in winter, keep walkways immediately surrounding the Festival Center clear of snow and ice
  - Trim limbs and/or hedges as necessary; monitor landscape crews and report any areas of concern
  - Monitor irrigation, report problems and repair as requested
  - Make minor repairs to brick and concrete areas in all of downtown
- For special events:
  - Work special events planned at the Town Green as necessary
  - Set up tables, chairs, trash cans, barricades, parking lot signs, etc., outside of the Festival Center for events as necessary
  - Perform other related work as needed for Downtown/Festival Center/Fountain

- Operations

#### **4. Performs Irrigation repair and maintenance at Public Safety Building**

Includes monitoring of irrigation well; shutting down and protecting for Winter; opening for Spring.

#### All Assignments Perform These Duties:

#### **4. Maintains a safe work area, including:**

- places and removes cones, barricades, warning devices, and/or directs traffic at work sites to ensure safety of work crew and public
- cleans up work sites upon completion of job
- secures the jobsite if returning later
- washes vehicles and equipment as needed
- cleans up shop areas
- maintains tools and equipment in safe and operable condition
- safely use, mix, and dilute all chemicals according to direction labels

#### **5. May perform additional duties, including:**

- erects, maintains, and takes down Veterans markers and flags, and holiday decorations
- assists other City departments as requested or required, particularly in emergency situations
- performs manual labor, including
  - moves or aids in moving heavy boxes or equipment and large bulky objects
  - loads and unloads heavy materials from truck and other vehicles
  - sets up and takes down chairs, tables, stages, and platforms at City events and/or City facilities
  - perform minor building maintenance duties as requested

#### **Essential Duties and Responsibilities of All City Employees:**

1. Adheres to all applicable state and federal laws; local ordinances; City and Departmental policies, procedures, rules, and regulations.
2. Endeavors to continuously improve the services provided to the citizens of Duluth.
3. Makes positive suggestions for improvement
4. Performs other related duties and functions as assigned, required, or directed, or which are obviously necessary, readily apparent, or related to other duties and responsibilities
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors
6. Works as scheduled

7. Accepts and follows instruction, evaluation, and correction
8. Demonstrates interest and initiative in learning new techniques and procedures; attends scheduled training
9. Helps other employees when needed or asked
10. Assists in training new employees
11. Carries assigned workload
12. Wears acceptable and clean clothing/uniform
13. Demonstrates acceptable personal hygiene and grooming
14. Demonstrates appropriate decision making/problem solving ability
15. Follows chain-of-command

Peripheral Job Duties:

1. Drive and operate specialty public works vehicles (such as dump truck, bucket truck, sweeper truck, etc.) if qualified.

**SUPERVISION RECEIVED:**

The employee performs work under close supervision of the Public Works Supervisor or other higher-level supervisors, or other assigned lead workers. Work is checked while in progress and upon completion by supervisors.

**EMPLOYMENT STANDARDS:**

*Employees must be at least 18 years of age and must be legally able to accept work in the United States.*

Experience, Training and/or Education:

*Any combination of experience, training, and education which provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the job will be considered.*

A High School diploma, state-issued GED, or equivalent is required.

Previous experience in similar type of work is required.

Specific training/experience in any skilled trade work strongly preferred (plumbing, electrical, HVAC, woodworking, irrigation, landscaping, asphalt, concrete, etc.)

Other Requirements:

*Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.*

1. Possession of a valid Georgia Driver's License for the type of vehicle operated is required within 30 days of hire and must be maintained throughout employment.
2. Acceptable Motor Vehicle Record (MVR) is required and must be maintained throughout employment
3. Obtain certification in flagging and directing traffic, and maintain certification throughout employment, training available after employment
4. Take online FEMA IS-100.PW & IS-700 courses after employment
5. Obtain basic first aid and adult CPR certification, and maintain certification throughout employment; training available after employment
6. Take and pass a medical exam, physical agility test, and drug screening test
7. Must be willing to respond to after-hours emergencies and to work overtime
8. Must be familiar with operating computer and smart phone – used for logging time, emails, texts, sending/maps, photos, or other information.
9. May be required to obtain and maintain Certified Pool Operator, Certified Pool Technician, or other approved certification (for City Water Fountain duties); as required by:
  - a. Administrative Rules of the Department of Human Resources (Public Health) Chapter 290-5-57-.22, and.
  - b. Gwinnett County Ordinance 54-3 which implements Sections 9-7001 through 9-7072 of the Board of Health Regulations, also known as the Gwinnett County Swimming Pool Ordinance.

#### **TOOLS AND EQUIPMENT USED:**

While performing the duties of this job, and depending on their assignment, the employee uses and operates a variety of safety equipment, hand tools, motorized equipment, motor vehicles, and chemicals, including:

##### Safety Equipment

Traffic safety vest, gloves, goggles, dust mask, ear protection, safety shoes, hardhats, rain gear, and two-way radio.

##### Hand Tools

Common hand tools, manual hedge clippers, shovel, rake, hoe, pick, mattock, axe, broom, and tampers, ladders, hand trucks.

## Motorized Equipment

Chainsaw, riding and push power lawn mower, weed eater, gas hedge clippers, power saw, compressor, motorized tamper, jackhammer, blower/vac, pressure washer

## Motor vehicles

Automobiles and pickup truck; and if assigned, specialty vehicles (such as dump truck, bucket truck)

## Chemicals

Insecticide (including ant/bug sprays) and herbicides (weed killer)

Fountain chemicals (including ph adjusters [soda ash, muratic acid], shock treatment, chlorine, and filter cleaners, etc.)

## **KNOWLEDGE, SKILLS & ABILITIES: (fully proficient level)**

*The requirements listed below are representative of the knowledge, skills, and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a “Fully Proficient Level.” Different job assignments may require differing knowledge, skills, and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Knowledge:**

Knowledge of practices, procedures, techniques, materials, tools, and equipment used in the maintenance and repair of streets, gutters, sidewalks, curbs, and related facilities; the maintenance of grounds and building facilities, and custodial duties.

Knowledge of safe work methods, safety precautions and safety regulations related to street, gutter, sidewalk, curb, and related facilities; construction and maintenance work, the maintenance of grounds and building facilities, and custodial work; particularly in the use of cleaning products and universal precautions relating to bloodborne pathogens

Knowledge of proper sanitary and safety precautions when handling trash, garbage, and other potential hazards

Knowledge of body mechanics necessary to safely lift and move heavy objects

Knowledge of Department and City policies, procedures, directives, rules, and regulations

Knowledge of geography, road network, traffic patterns, public facilities, and emergency facilities of the City

Knowledge of map formats and symbols used in reading maps

Knowledge of the principles of first aid and CPR

Knowledge of the proper use of insecticides, herbicides, and water fountain chemicals

**Skill:**

Skill in operation of listed tools, equipment and supplies; including manual dexterity

Skill in performing first aid and CPR techniques

Skill in properly placing cones, barricades, warning devices, and directing traffic flow at job sites

Skill in performing heavy physical labor

Skill in using body mechanics to safely lift and move heavy objects

Skill in the use of proper sanitary and safety precaution when handling trash, garbage, and other potential hazards

Skill in operating a motor vehicle in a safe manner, and in using safe driving principles and practices

**Ability:**

Ability to perform the essential duties and responsibilities of the job

Ability to safely, effectively, and efficiently use, operate and/or apply assigned materials, supplies, tools, equipment, and vehicles

Ability to read labels on products, to safely and properly mix or dilute various chemicals and cleaning products, and to learn applicable safety requirements

Ability to prepare and maintain accurate and complete records, logs, and reports

Ability to be constantly alert and aware of the hazards involved and to apply safety practices and principles in reporting and preventing accidents

Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules, and regulations; and external directives

Ability to apply standard solutions to recurring situations

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to provide packaged information regarding the processes and procedures of the Public Works Department, Downtown area, and the Festival Center to the public; and to refer questions



to the appropriate person or Department

Ability to provide information and explanations of the processes and procedures of the public works department to the public

Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner

Ability to recall and relate details of incidents in order present information to concerned parties

Ability to understand, remember, and follow quickly and accurately oral, written, illustrated, or demonstrated instructions and procedures in the English language

Ability to successfully complete the Department's training programs following employment/assignment

Ability to read and interpret maps in order to find locations and to give accurate directions

Ability to read, write, speak, and understand standard American English

Ability to perform basic computer operations (how to read/reply/send emails, do internet searches and clock in/out via computer software)

Ability to perform basic arithmetic operations involving addition, subtraction, multiplication, and division

Ability to establish and maintain effective working relationships with a wide range of persons, including supervisors, peers, other city employees, contractors, and the general public

Ability to work effectively as an individual and as a team member

Ability to accept responsibility, acknowledge mistakes, and share successes

Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation

Ability to operate manual transmission vehicles (dump truck, bucket truck, etc.) if assigned

Ability to problem-solve and make decisions

Ability to work varied shifts and overtime as required

#### **PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Testing and/or evaluation of these requirements may be conducted as part of the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is:

- occasionally required to maintain sustained periods of strenuous physical exertion
- regularly required to use their hands to finger, handle, feel or operate objects, tools, or controls
- regularly reach with hands and arms
- frequently required to stand
- frequently required to walk over rough, uneven surfaces.
- frequently required to talk (to convey information, ask questions, etc.)
- frequently required to hear ordinary conversations (such as questions from residents, back-up alarms on trucks, radio-dispatched calls, and calls for help/of warning from a co-worker, etc.)
- occasionally required to sit; climb ladders or steps, balance; push and/or pull; stoop, kneel, bend, crouch, or crawl
- occasionally lifting of moderately heavy items utilizing proper body mechanics and techniques
- occasionally remain in uncomfortable physical positions
- occasionally work in confined spaces as narrow as thirty-six (36) inches in diameter, or in the water fountain pit

The employee must frequently lift and/or move up to 50 pounds, and occasionally assist in lifting and/or moving up to 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee:

- regularly works in all outside weather conditions involving moderate risks, discomfort, and unpleasantness
- frequently works near moving mechanical parts
- is frequently exposed to hot, cold, wet, and/or humid conditions
- is regularly exposed to operation of equipment which causes loud noise levels and high vibrations
- is regularly exposed to commercial cleaning products and water fountain chemicals (downtown assignment)
- is regularly exposed to hot asphalt (when working with or around it)
- is regularly exposed to wet concrete (when working with or around it)

- is occasionally exposed to fumes or airborne particles,
- is occasionally exposed to insecticides/herbicides
- is occasionally exposed to areas of low illumination and/or poor visibility
- may be exposed to blood and body fluids while cleaning

The noise level in the work environment is usually moderately loud, but can rise to high levels during concerts and other similar events

### **EQUAL OPPORTUNITY EMPLOYER:**

The City of Duluth is an equal opportunity employer (EOE). In accordance with applicable Federal and State laws, the City of Duluth does not discriminate on the basis of race, color, religion, national origin, disability, age, gender or other legally protected status or classification, except where mandated or permitted by law.

It is the policy of the City of Duluth to provide equal employment opportunity (EEO) for all applicants and employees. This EEO policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

### **AMERICANS WITH DISABILITIES ACT (ADA):**

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations to qualified individuals with disabilities.

### **REVISION & UPDATES**

- **Revisions:** original 4/28/2005
  - minor typo updates 8-15-2008
  - added Swimming Pool Operator training and certification requirements on 6/25/2009
  - clarified Level II requirements and added strongly preferred qualifications 8/20/2012
  - renamed EEO groupings on page 1 and updated list of duties for all city employees on 11/21/2013
  - added additional requirements for Level II, removed some obsolete job duties, and emphasized preferred hiring qualifications on 1/11/2016
- 7/11/2016
  - Added FEMA IS-700.PW & IS-100 training requirement
  - Added Safety Sensitive designation
- 12/1/2017
  - Public Works Director made numerous updates to job duties
- 8/13/2024
- Updated logo, Public Works Director made numerous updates to essential duties, and eliminated level I requirements. Level II was slightly adjusted for this change.