



CITY OF TERRELL Job Description

Position Title:	Crew Leader - Utilities
Department:	Utilities
Immediate Supervisor:	Superintendent or Foreman
Pay Grade/FLSA Status:	12 / Non-Exempt

Job Summary

Perform and oversee maintenance and repair duties in the Utility Department related to the City's water distribution and wastewater collection systems. Responsibilities include leading utility crews in the installation, maintenance, and repair of water and sewer lines, meters, valves, fire hydrants, and related infrastructure. Work involves the operation of heavy equipment, ensuring worksite safety, and maintaining high-quality customer service and regulatory compliance.

Essential Functions

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent. 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.

1. Lead and participate in daily water and wastewater system maintenance, repair, and installation work.
2. Assign, monitor, and inspect the work of crew members to ensure completion, safety, and quality standards are met.
3. Respond to citizen service requests, complaints, and emergencies related to water leaks, sewer stoppages, and other system issues.
4. Locate and mark underground utilities; coordinate with contractors and other City departments on projects.
5. Operate and maintain equipment such as dump trucks, backhoes, trenchers, and related power tools.
6. Install, connect, replace, and repair water and sewer lines, valves, pumps, meters, meter boxes, and fire hydrants.
7. Flush and test water systems; check chlorine residuals and turbidity; exercise and record valve operations.
8. Perform routine maintenance and repair of pump/lift stations and generators.
9. Estimate materials, supplies, and equipment needed for assigned projects; maintain accurate records and work logs.
10. Ensure proper traffic control and worksite safety in compliance with City and State regulations.
11. Train, guide, and mentor crew members in proper work procedures, safety practices, and equipment operation.
12. Maintain assigned vehicles, tools, and equipment; report major repair needs.

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13. Participate in the department's on-call rotation for emergency repairs and after-hours response.
14. Adhere to safety policies and wear required personal protective equipment (PPE).
15. Work outdoors in varying weather conditions.
16. Perform other related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of:

- Water and wastewater system operation, maintenance, and repair techniques.
- SCADA and GIS mapping systems (preferred).
- Safety practices, procedures, and regulations for utility construction and confined space entry.
- Basic recordkeeping, inventory, and work documentation procedures.
- Operation and maintenance of light and heavy construction equipment.
- Customer service practices and effective communication techniques.
- Federal, State, and local regulations governing water and wastewater systems.

Skills in:

- Leading and training work crews effectively.
- Reading blueprints, maps, and utility diagrams.
- Communicating clearly and professionally with coworkers, supervisors, contractors, and the public.
- Diagnosing and troubleshooting water and sewer system problems.
- Operating and maintaining specialized tools and machinery safely.

Ability to:

- Work independently with limited supervision and exercise sound judgement.
- Perform physically demanding labor under varying and adverse weather conditions.
- Interpret and apply safety regulations and departmental procedures.
- Establish and maintain cooperative working relationships with staff and the public.
- Respond promptly and effectively to emergency situations.
- Maintain accurate records and complete reports in a timely manner.
- Uphold City values of integrity, respect, service, and excellence.
- Adapt to changing work demands, schedules, and workloads.
- Work a flexible schedule including early mornings, weekends and various days and hours as scheduled.
- Be available 24-hours per day for emergency call-outs as assigned.
- Maintain regular and punctual attendance.

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Minimum Qualifications

High School Diploma or GED required. Five (5) to ten (10) years of progressively responsible experience in water and wastewater system maintenance, repair, and construction, including lead or supervisory experience. Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities.

Licenses and /or Certifications

Texas Class A Commercial Driver's License (CDL) with acceptable driving record required.
TCEQ Class C Water Operator License (Distribution or Groundwater) required.
TCEQ Class C Wastewater Collection III License preferred.

Supervision Received and Exercised

Position works under the general supervision of the Utilities Superintendent and exercises functional supervision over assigned utility maintenance staff.

WORKING CONDITIONS

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 position:

- Requires frequent standing, walking, bending, stooping, kneeling, crawling, climbing, reaching, and balancing while performing repair and maintenance tasks.
- Regularly lifts, carries, pushes, and pulls objects, tools, and materials weighing up to 90 pounds; heavier loads may be lifted with assistance or mechanical aids.
- Involves the use of hands and arms for extended periods to operate hand tools, power equipment, and controls on trucks and machinery.
- Requires full range of motion and the ability to perform manual labor for extended periods under physically demanding conditions.
- Requires sufficient vision, hearing, and manual dexterity to safely operate vehicles, equipment, and tools and to identify and respond to worksite hazards.
- Work frequently involves entering and exiting confined spaces, climbing ladders, and working in and around trenches, manholes, and uneven terrain.
- Must be capable of working for long durations outdoors, often in uncomfortable or hazardous conditions such as heat, cold, rain, humidity, and noise.
- Requires the ability to wear personal protective equipment (PPE) including respirators, gloves, boots, safety glasses, and hard hats as necessary.

Mental Demands:

The mental demands described here are representative of those required to successfully perform the essential functions of this position:

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- Must remain alert, attentive, and safety-focused at all times while monitoring worksite activity, equipment operation, and crew safety.
- Requires good judgment and quick decision-making during emergency repairs, system failures, or potentially hazardous conditions.
- Must handle multiple tasks, prioritize work assignments, and coordinate crew activities under time constraints and variable field conditions.
- Requires effective communication skills for giving clear instructions, documenting work performed, and interacting with citizens, contractors, and City staff.
- Involves maintaining composure, patience, and professionalism when dealing with upset or frustrated customers, challenging field conditions, or emergency situations.
- Must demonstrate flexibility and adaptability to changing schedules, workloads, and weather conditions.
- Requires a strong sense of responsibility, leadership, and teamwork in ensuring safe and efficient utility operations.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position:

- Work is performed primarily outdoors in utility and construction environments, with frequent exposure to extreme weather conditions including heat, cold, wind, and rain.
- Regular exposure to dust, dirt, mud, fumes, odors, insects, debris, loud noises, vibrations, and moving vehicles and heavy equipment.
- Work may involve exposure to hazardous chemicals, sewage, waterborne and airborne pathogens, and potentially unpleasant or unsanitary conditions.
- Duties may require working near high-traffic areas and within confined or deep spaces such as manholes, lift stations, and trenches.
- Work schedule may include after-hours, weekends, holidays, and emergency call-outs as required to respond to utility system failures.
- Required to follow strict safety procedures and wear appropriate PPE at all times.
- Work is performed under general supervision but requires a high degree of self-motivation, accountability, and awareness to maintain a safe work environment for both crew and the public.

This job description is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with this position. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The City of Terrell may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.

Employee Signature

Date

Non-Discrimination Statement

The City of Terrell is an Equal Opportunity Employer. No person in the service of the City of Terrell or seeking admission thereto, shall be employed, promoted, demoted, transferred, discharged, or discriminated against because of political opinions or affiliations, or because of sex, sexual orientation, race, religion, physical ability, age (except where sex, age, or physical requirements constitute a bona fide occupational qualification necessary for proper and efficient functioning in the job) or any other non-merit factor.