

## CUSTOMER SERVICE COORDINATOR LEADWORKER

### SUMMARY/PURPOSE::

Direct and coordinate the work activities of all Service Division employees engaged in installing and servicing water and gas equipment. ~~crews engaged in installing and servicing water and gas devices.~~

### ESSENTIAL DUTIES AND RESPONSIBILITIES FUNCTIONAL AREAS:

1. ~~1.~~ 4. ~~Organize and direct the activities of assigned personnel~~ In collaboration with the supervisor, organize and direct the work activities of assigned team, coordinate schedules, determine work priorities, assignments and work schedules.
1. ~~2.~~ 4. ~~Provide input into decisions regarding the hire, transfer, discipline and grievance of personnel.~~ Provide input into decisions regarding the hire, transfer, discipline and grievance of personnel.
2. ~~3.~~ 3. ~~Establish and maintain a positive working relationship with the supervisor and employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.~~ Establish and maintain a positive working relationship with the supervisor and employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
2. ~~4.~~ 3. ~~Determine priorities, assign work, and coordinate schedules of assigned personnel.~~ \*A. Determine priorities, assign work, and coordinate schedules of assigned personnel.
3. ~~5.~~ 3. ~~Assist in the hiring, transfer, suspension, or discharge of assigned personnel.~~ \*B. Assist in the hiring, transfer, suspension, or discharge of assigned personnel.
4. ~~6.~~ 3. ~~Establish work standards and complete employee evaluations.~~ \*C. Establish work standards and complete employee evaluations.
5. ~~7.~~ 5. ~~Monitor work sites to ensure compliance with established methods, guidelines, standards, and procedures.~~ \*D. Monitor work sites to ensure compliance with established methods, guidelines, standards, and procedures.
4. ~~8.~~ 5. ~~Monitor employee performance and mentor and guide employees on areas where improvement is needed.~~ Monitor employee performance and mentor and guide employees on areas where improvement is needed.
6. ~~9.~~ 6. ~~Train personnel in their assigned areas of work including safety, work methods, procedures, and technique; review work and provide day-to-day direction in determining priorities.~~ \*E. Train personnel in their assigned areas of work including safety, work methods, procedures, and technique; review work and provide day-to-day direction in determining priorities.
7. ~~10.~~ 7. ~~Provide clear, sufficient, and timely information to the unit workers about plans, expectations, tasks, and activities.~~ Provide clear, sufficient, and timely information to the unit workers about plans, expectations, tasks, and activities.
8. ~~11.~~ 8. ~~Monitor and track employee training program.~~ Monitor and track employee training program.
9. ~~12.~~ 9. ~~Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization, onnel in correct and safe methods and procedures necessary to accomplish their assigned work.~~ Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization, onnel in correct and safe methods and procedures necessary to accomplish their assigned work.
6. ~~13.~~ 6. ~~Recommend adjustments or other actions in employee grievances.~~ \*F. Recommend adjustments or other actions in employee grievances.
7. ~~14.~~ 7. ~~Disseminate information to employees through bulletins and other means of communication.~~ \*G. Disseminate information to employees through bulletins and other means of communication.
10. ~~15.~~ 2. ~~Plan and organize the construction, installation, and service of water and gas devices and equipment.~~ Plan and organize the construction, installation, and service of water and gas devices and equipment.
8. ~~16.~~ 8. ~~Inspect or review blueprints, drawings, designs, and specifications.~~ \*A. Inspect or review blueprints, drawings, designs, and specifications.
9. ~~17.~~ 9. ~~Lead personnel in performing layout, fabrication, installation, and repair of products using water and gas.~~ \*B. Lead personnel in performing layout, fabrication, installation, and repair of products using water and gas.
9. ~~18.~~ 9. ~~Lead personnel in performing inspections of gas-fired equipment.~~ \*C. Lead personnel in performing inspections of gas-fired equipment.
9. ~~19.~~ 9. ~~Lead personnel in performing installations, maintenance, and repairs of heating and ventilating systems.~~ \*D. Lead personnel in performing installations, maintenance, and repairs of heating and ventilating systems.
9. ~~20.~~ 9. ~~Lead personnel in performing inspections of breaching, flues, and chimney liners on gas appliance installations.~~ \*E. Lead personnel in performing inspections of breaching, flues, and chimney liners on gas appliance installations.
11. ~~21.~~ 3. ~~Plan and organize a furnace cleaning and maintenance program.~~ Plan and organize a furnace cleaning and maintenance program.
10. ~~22.~~ 11. ~~Develop a furnace cleaning schedule and assign personnel to inspect and clean gas-fired furnaces.~~ \*A. Develop a furnace cleaning schedule and assign personnel to inspect and clean gas-fired furnaces.

- 12. ~~\*B.~~ Maintain customer service records.
- 12. ~~\_\_\_\_\_~~
- 13. ~~\*C.~~ Lead personnel in performing installations and replacements of water and gas meters.
- 13. ~~\_\_\_\_\_~~
- 14. ~~10. \_\_\_\_\_~~ ~~D.~~ Direct and monitor the work of personnel who investigate high water or gas consumption rates experienced by customers.

**4. Perform other related duties**

- 11. ~~\*A.~~ Coordinate work projects with department personnel, other City departments, plumbing & heating contractors, and customers.
- 11. ~~\_\_\_\_\_~~
- 12. ~~\*B.~~ Conduct on-site inspections for code violations and follow up to ensure compliance.
- 13. Coordinate and maintain communications with the public to receive complaints and suggestions, to provide information and explanations regarding program activities and projects, and to resolve disputes and conflicts as needed.
- 14. Respond to phone calls or written complaints by investigating and/or researching issues to determine course of action, and collaborate with departments, divisions, or individuals for complaint resolution.
- 12. ~~\_\_\_\_\_~~
- 13. ~~\*C.~~ Provide follow-up on problems or repeat service calls.
- 14. ~~\*D.~~ Respond to customer inquiries, requests, or complaints.
- 15. ~~\*E.~~ PP Prepare and monitor budgets.
- 15. ~~\_\_\_\_\_~~
- 16. ~~\*F.~~ Maintain inventories of supplies and equipment necessary to perform the required work.
- 16. ~~\_\_\_\_\_~~
- 17. ~~\*G.~~ Prepare reports and maintain accurate records.
- 17. ~~\_\_\_\_\_~~
- 18. ~~\*H.~~ Respond to emergency calls off-hours, including those from the Fire and Police departments when the delivery of water or gas is concerned.
- 18. ~~\_\_\_\_\_~~
- 19. ~~\*I.~~ Lead personnel in maintaining the premises and equipment used by the personnel.
- 20. Research, develop, and coordinate training programs and opportunities for employees to stay current with advancing technology.
- 19-21. 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 below are representative of the knowledge, skills, and abilities required.

- 1. Education & Experience License Requirements
  - \*\*A. Possession of a valid certificate of completion of an applicable City of Duluth Department of Labor-approved Appliance Mechanic Training Apprenticeship program equaling two (2) years; or an acceptable combination of related verifiable education and/or experience equaling totaling six (6) years, ~~which demonstrates possession of the knowledge and abilities listed below~~
- 2. License Requirements
  - A. Possession of a valid Minnesota Driver=s License or equivalent upon appointment and thereafter.

3. Preferred Experience

- A. Two (2) years of supervisory experience.

43. Knowledge Requirements

- ~~\*\*A.~~ Extensive knowledge of the principles, methods, and equipment used in the installation and repair of water and gas plumbing and gas-fired equipment.
- ~~\*\*B.~~ Knowledge of the principles, methods, and equipment used in the construction of sheet metal products for gas use.
- ~~\*\*C.~~ Knowledge of gas venting principles.
- ~~\*\*D.~~ Knowledge of the properties of natural gas and natural gas substitutes.
- ~~\*\*E.~~ Knowledge of the methods used in surveying, patrolling and ~~of~~ gas leak detection.
- ~~\*\*F.~~ Knowledge of State and City building codes for plumbing and venting.
- ~~\*\*G.~~ Knowledge of applicable safety precautions and safe work methods.
- H. Knowledge of HVAC equipment analysis methods and techniques.
- ~~\*\*H.~~ Knowledge of the methods and equipment used in repairing water and gas service failures.
- J. Knowledge of software used in billing and the management of the utility.
- K. Knowledge of water and gas meter testing procedures.
- L. Knowledge of procedures used in thawing the water distribution system.
- ~~\*\*M.~~ Knowledge of effective leadership and personnel practices. ~~supervisory principles and practices.~~
- ~~-N.~~ Knowledge of applicable labor agreements.

5. Skill Requirements

- A. Skill in performing water and gas service repairs.
- B. Skill in supervising assigned personnel.
- C. Skill in reading and interpreting plans, blueprints, electrical schematics, and specifications.
- D. Skill in project planning, implementation, and evaluation.
- E. Skill in managing and tracking multiple projects concurrently.

64. Ability Requirements

- A. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- B. 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.
- C. Ability to maintain confidential information.
- D. Ability to use good judgment in decision making.
- E. Exhibits leadership qualities of dependability and accountability.
- F. ies
- ~~\*\*A.~~ Ability to plan and coordinate projects and work activities.
- ~~\*\*B.~~ Ability to train employees.
- ~~\*\*C.~~ Ability to diagnose and make repairs on gas-fired equipment.
- ~~\*\*D.~~ Ability to estimate repair costs.
- ~~\*\*E.~~ Ability to maintain neat and accurate records.
- ~~\*\*F.~~ Ability to establish and maintain effective working relations with co-workers, other City departments, heating and plumbing contractors, and the general public.

- L. Ability to size and layout water meters, gas meters, regulators, and reliefs.
- M. Ability to program and read meters using current meter reading equipment.
- ~~\*\*NG.~~ Ability to safely operate hand and power tools.

7. Physical Ability Requirements

- A. Ability to transport oneself to, from, and around work sites of projects and other assignments.
- ~~\*\*BH.~~ Ability to work outdoors in inclement weather year round.
- ~~\*\*Cf.~~ Ability to work in dusty, sooty conditions, and in confined spaces.
- ~~\*\*Dj.~~ Ability to work from ladders, scaffolds, and roofs.
- E. Ability to stand, kneel, stoop, and crouch for extended periods.
- F. Ability to talk and hear to exchange information.
- ~~\*\*GK.~~ Ability to occasionally lift and carry 60-pound bags of cement products.
- H. Will be subject to periodic random drug testing as required by the U.S. Department of Transportation, Pipeline Safety regulations, part 199.
- ~~\*\*L.~~ I. Ability to attend work on a regular basis.

5. Other Requirements

- ~~\*\*A.~~ Will be subject to periodic random drug testing as required by the U.S. Department of Transportation, Pipeline Safety regulations, part 199.

~~\*Essential functions of the classification.~~

~~\*\*Job requirement necessary on the first day of employment.~~

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HR: <a href="#">HD</a>	Union: Basic	EEOC: Technicians	CSB: <a href="#">20051004</a>	Class No: 3226
WC: 7520	Pay: <a href="#">32</a>	EEOF: Utilities/Transportation	CC: <a href="#">20051024</a>	Resolution: <a href="#">05-0705R</a>