



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

SECTION 1 - DEMOGRAPHIC INFORMATION

Class Title	Maintenance Repairer	Department	Public Works	Division	Street and Sewer
Classification per 2.76 RMC	☐ Executive (City Officer or Department Head) ☐ Managerial Service ☐ Deputy/Assistant Service ☐ Supervisory ☐ Professional ☐ Confidential ☒ General Employee			Work Location	☐ City Hall ☐ Fire ☐ Health ☐ Library ☒ PW ☐ Police
Full-Time / Part-Time	☒ Full-time ☐ Part-time, Hours per week ____	Supervisor Title	Street and Sewer Supervisor		
HR Only	Working Title	Maintenance Repairer	Salary Grade -		FLSA Code: ☐ Exempt ☒ Non-exempt

Position Summary – Summarize the purpose and primary responsibilities for this position. (Job Announcement Wording)

Do you have concrete finishing experience or are you looking for construction type of work all year around? Working for the City of West Allis will give you that! Learn what it takes to keep our City's streets, sewers, sidewalks, and City buildings operable.

Under direct supervision, an employee will learn and/or perform a variety of maintenance and repair tasks associated with street, alley, sidewalk, and sewer construction and repair. The tasks require certain skills/techniques or special knowledge which generally is acquired through experience. As needed, an employee in this classification may be required to perform a variety of tasks outside the duties of a Maintenance Repairer for which he/she is otherwise qualified, including those of a lower classification, to adequately address work request demands.

SECTION 2 - DESCRIPTION OF EXPECTED WORK HOURS/CORE FUNCTIONS, ESSENTIAL DUTIES & RESPONSIBILITIES

The core functions/essential duties/responsibilities of the job, which are the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Wording that provides a clear for someone not familiar with the work is used. Terminology or acronyms that are not widely known are avoided. The list includes the duties that are most important at the top, and the estimated percentage of the total annual time that each item takes. (FYI - 10% equates to roughly 200 hours of a work year.) Duties and responsibilities that account for as close to 100% of work time as possible are listed. Catch-all categories may be included but are not evaluated as part of the classification for the position (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated. **Frequency Codes:** Daily [D] / Weekly [W] / Bi-Weekly (B) / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Expected Work Hours/Core Functions/Essential Duties and Responsibilities of the Position		Frequency	% of Annual Total Time
Expected Work Hours	☒ Normal Business Hours (M-F, 7 am- 3:30 pm); but may work alternative schedules as required ☐ Full-time salaried position ¹ ☒ Emergency call outs, before and after standard scheduled hours of work including weekends and holidays ☒ Watch Duty ☐ Other, describe: Regular attendance is an essential function of this job to ensure continuity of service delivery.		
Routine maintenance of sanitary sewer mains operating sanitary sewer jet, examining mains for issues, maintenance, and evaluation purposes.		D	10
Routine maintenance of catch basins, manholes including hydro excavating with vac-all.		A	15
Operate trucks and other equipment common to construction and maintenance activities.		D	20
Assist in building storm sewers, catch basins and sanitary manholes including shoring job sites as needed.		N	10

¹ with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs. Accessible by cell phone and/or to report to the worksite outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.

Crackfill and pothole work with asphalt, including patch work in streets, alleys, curbs and sidewalks.	N	10
Assist in emergency work of all types including, but not limited to, snow/ice control, flooding, wind storms, all natural disasters, and sanitary sewer pumping.	N	10
Concrete finishing and laboring including all prep work such as digging, grading, setting/building forms for pavement, curbs, and sidewalks.	A	15
Perform finished asphalt work including all prep work such as removal of debris, grading, and “tacking”.	A	3
Keep simple written records, documentation, and reports for all work performed and materials used.	D	5
Repair, install, and at times terminate storm or sanitary mains and laterals.	N	2

SECTION 3 - COMPETENCIES, KNOWLEDGE, SKILLS AND ABILITIES		
	Accountable	Responsive to the community’s interests and needs; timely; dependable; consistent; answerable; effective in the use of resources; adheres to established policies and procedures as appropriate; able to justify decisions and actions.
	Driven	Goal oriented, creative in problem solving; exhibits initiative: sets and pursues high standards; motivated to succeed.
	Dedicated	Demonstrates service to others; is customer focused; displays cultural competency and professionalism.
	Integrity	Sincere, honest, trustworthy, and ethical; models values and embodies competencies.
	Technical	Has and grows knowledge and skill in area of expertise; is competent and proficient in the use of available technology); develops cross-functional skills.
	United	Encourages and exemplifies teamwork, positive attitude, and emotional intelligence; is an effective communicator, tactful and diplomatic; mentors others; regularly gives and receives feedback.
	Progressive	Strategic, innovative, skilled in change management and agile; challenges the status quo; explores and drives continuous improvement opportunities.
	• Recommend changes in procedures and processes to improve efficiency; • Support initiatives such as strategic planning, LEAN, and innovation; • Maintain prompt, predictable, and regular physical attendance; • Provide truthful and accurate written and verbal communications; • Process the knowledge, skill and ability to meet physical demands and requirements, effectively function in the work environment and efficiently utilize the tools listed in Section 7 at the proficiency levels listed.	
<i>If checked the following are applicable to the position:</i> ☑ maintains the ability to competently and credibly testify in court;☑maintains ability to lawfully operate designated motor vehicles at all times when driving duties are performed; ☑ maintains the ability to travel throughout and enter all different properties in the jurisdiction		
Job Specific	List the desired knowledge, skills, and abilities needed to be successful in performing the position (e.g., knowledge of local government organization and administration; skill in listening, critical thinking, problem analysis and problem-solving; ability to quickly adapt and learn specialized software systems and databases)	
	• Customer service, problem solving skills, teamwork on crews • Competent with computers, emails and tablets • Good knowledge of the methods, materials, tools and equipment commonly used in public works construction and maintenance. • Good knowledge of occupational hazards and safe work practices • Skill in the use of common hand tools and equipment • Ability to perform a variety of semi-skilled maintenance tasks and to interpret work from rough sketches or penciled layouts • Ability to operate vehicles with both standard and automatic transmissions • Ability to understand and effectively carry out verbal and written instructions; mechanical aptitude • Ability to establish and maintain effective working relationships with a diverse population of people with varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy, including, but not limited to, supervisors, employees, and the public • Ability to exercise sound judgment and make sound decisions • Ability to multi-task in a fast paced environment • Ability to adapt and learn specialized software systems and databases, knowledge of computer applications and mobile devices such as an iPad and smart phones • Demonstrated ability to promote innovation, operational excellence, and continuous improvement	

SECTION 4 - JUDGMENTS / DECISION-MAKING

Five of the most typical judgments/decisions made in performing the job as well as the solutions to these problems, and the resource, input or guidance others provide in arriving at the decision. Who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Work zone set ups	Make as safe as possible	Work zone safety book	Lead Person/Risk Manager
Digging in close proximity to utilities	Working Safe & pot holing	Diggers Hotline	Street Supervisor
Weather/snow	Take time/traffic is a challenge	Plows/salt and sand	Sanitation and Street Manager

SECTION 5 - WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS Typical work relationships with persons inside or outside of the City of West Allis.

Title of individuals with whom this position typically interacts	Interaction Description.	Why is it necessary?
Manager	“Hands on”, face to face, phone and or email	Day to day tasks, problems, issues, concerns, guidance, solutions, off time approval
Supervisor of Dept.	“Hands on”, face to face, phone and or email	Assignments, problems, issues, concerns, guidance, solutions, off time requests
Maintainers	“Hands on”, face to face	Guidance, training, advice technical and otherwise
Coworkers	“Hands on”, face to face	Working together as a team
Contractors	“Hands on”, face to face, phone and or email	Locate services and coordinate information
Diggers Hotline	Phone and/or email, face to face	Safety of the workers and residents
Citizens	Face to face	Advocate of the City, building relationship with the public

SECTION 6 - EDUCATION, EXPERIENCE, CERTIFICATION, LICENSURE, TRAINING REQUIRED²

Education	☐ Less than High School ☒ High School/GED ☐ One Year Certificate ☐ Associate's Degree ☐ Bachelor's Degree ☐ Master's Degree ☐ Professional Degree (Engineering, Law, Library, Medicine Nursing, etc.) Field of Study: Additional Information (e.g. specific coursework, etc.):		
Experience	☐ No Experience ☐ < 2 yr. ☒ 2 to 3 yrs. ☐ 4 to 5 yrs. ☐ 6 to 7 yrs. ☐ 8 to 9 yrs. ☐ 10 to 11 yrs. ☐ ≥ 12 yrs. 2 – 3 years concrete finishing experience (all aspects), construction knowledge, labor		
Required Certification/Licensure/Training³	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
CDL (Class B, C with airbrakes and Tanker Endorsement (N))	City training/DMV	No	Within 12 months
Completion of the National Incident Management System's (NIMS) ICS-100 and 700 training	City training through website	No	Within 6 months
Valid Wisconsin Driver's License and an acceptable driving record per City Policy	Own	Yes	n/a
Confined Space	City Training/CVMIC	No	Yes

² Equivalencies are used where deemed appropriate with regard to education and experience requirements. Combinations of education and experience which are likely to lead to success with essential duties and responsibilities are considered. Generally 2 years of relevant experience may be substituted for each year of education. This does not apply to required professional degrees, licensures, or certifications (e.g., juris doctorate, public health nurse, etc.). If Equivalency was indicated for Educational requirements, it should be taken into consideration when determining work experience requirements.

³ including but not limited to: valid WI Driver's License, valid WI Commercial Driver's License [CDL], confined space training, blood borne pathogen training, etc.

Excavation & Trenching	City Training/CVMIC	No	Yes

Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):
The City of West Allis will pay for certifications directly related to job duties.

**List preferred Education, Experience, Certification, Licensure or Training –
2 – 3 year’s concrete finishing experience. Construction experience.**

SECTION 7 - SUPERVISION / MANAGEMENT			
A. Supervision Received by this position upon successful completion of a training period:			
☐ Close Supervision: Assigned duties according to specified procedures and receives detailed instructions. Work is checked frequently.			
☐ Supervision: Performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.			
☒ General Supervision: Normally receives little instruction on day-to-day work and receives general instructions on new assignments.			
☐ Direction: Establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.			
☐ General Direction: Exercises wide latitude in determining objectives and approaches to critical assignments.			
B. Type of Responsibility/Area of Action performed by this position:	Yes	No	Provides Input
Screen / Interview Applicants		X	
Hire / Promote Employees		X	
Provide Written/Verbal Warnings		X	
Suspend Employees		X	
Terminate Employees		X	
Prepare Work Schedules For Others		X	
Project Management			X
Provide Work Direction For Others			X
Evaluate Performance Of Others		X	
Counsel Employees		X	
Trains Employees (As Part of the Normal Duties of the Job)			X
Approve Overtime		X	
Approve Time Off Request for Others		X	
Develop / Implement Policies		X	
Direct supervision⁴ of any employees. Number of FTEs and job titles of those employees listed below:		x	
Job Title	# of FTEs		
N/A	0		

⁴ Section 111.70 (1)(o) Wis. Stats. defines a **supervisor** as: "...any individual who has authority, in the interest of the municipal employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other employees, or to adjust their grievances or effectively to recommend such action, if in connection with the foregoing the exercise of such authority is not of a merely routine or clerical nature, but requires the use of independent judgment."

SECTION 8 - PHYSICAL DEMANDS⁵ AND REQUIREMENTS /WORK ENVIRONMENT/TOOLS

N=Never (0 minutes per day) **S**=Seldom (1 to 5% of time, 1-25 Minutes a Day) **O**=Occasional (5 to 33% of time, 26 minutes to 2.5 hours per day)
F=Frequent (34 to 66% of time, 2.6 – 5.25 hours per day) **C**=Constant (67 to 100% of time, 5.26 and above hours per day)

Possess the physical capacity to perform the duties of the position including, but not limited to –	Never	Seldom	Occasional	Frequent	Constant
Carry/Lift/Lower/Push/Pull Objects or Materials of 10 - 50 Pounds				x	
Carry/Lift/Push/Pull Objects or Materials of > 50 Pounds; Handle Odd Objects				x	
Alternate Sit/Stand or Walk at Will - The ability to alternate between sitting and standing is present when a worker has the flexibility to choose between sitting or standing as needed when this need cannot be accommodated by scheduled breaks and/or lunch period.			x		
Climbing Ramps/Stairs - Ascending or descending ramps and/or stairs using feet and legs. Hands and arms may be used for balance (e.g., to hold a railing).			x		
Climbing Ladders/Ropes/Scaffolding - Ascending or descending ladders, scaffolding, ropes, poles and the like using feet/legs and/or hands/arms.		x			
Communicating Verbally - Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.					x
Crawling - Moving about on hands and knees or hands and feet.			x		
Crouching - Bending body downward and forward by bending legs and spine.				x	
Far Visual Acuity - Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.				x	
Fine Manipulation - Picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.				x	
Foot/Leg Controls - Use of one or both feet or legs to move controls on machinery or equipment. Controls include, but are not limited to, pedals, buttons, levers, and cranks.				x	
Gross Manipulation - Seizing, holding, grasping, turning, or otherwise working with hand(s). Note: Fingers are involved only to the extent that they are an extension of the hand.					x
Hearing Requirements					
The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes/alarms). A yes or no answer is captured for each of the five hearing requirements listed:					
One-on-one (in person)					YES
Group or conference (in person)			YES		
Telephone			YES		
Other sounds			YES		
Passing of hearing test required			YES		
Keyboarding - Entering text or data into a computer or other machine by means of a keyboard. Devices include traditional keyboard, tablet, 10 key pad, touch screen, smart phone, etc.			x		
Kneeling - Bending legs at knees to come to rest on knee(s).				x	
Lifting/Carrying - Lifting is to raise or lower an object from one level to another (includes upward pulling). Carrying is to transport an object – usually by holding it in the hands or arms, but may occur on the shoulder.			x		
Near Visual Acuity - Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.		x			
Peripheral Vision - Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.			x		
Pushing/Pulling - Pushing/pulling may involve use of hands/arms, feet/legs, and/or feet only done with one side of the body or both sides. Pushing - Exerting force upon an object so that the object moves away from the force. Pulling - Exerting force upon an object so that the object moves toward the force.				x	
Reaching At/Below Shoulder Level - Extending hand and arms from 0 up to 150 degrees in a vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.				x	
Reaching Overhead - Extending hands and arms in a 150 to 180 degrees vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.				x	
Sitting - Remaining in a seated position.			x		
Standing/Walking - Standing is to remain on one's feet in an upright position at a workstation without moving about. Walking is to move about on foot.			x		

⁵ <https://www.bls.gov/ncs/ors/physical.htm>

Stooping - Bending the body downward and forward by bending the spine at the waist - requiring full use of the lower extremities and back muscles.					X	
Possess the capacity to effectively and efficiently work with/in the following conditions -		Never	Seldom	Occasional	Frequent	Constant
Indoor/Office Work Environment			X			
Outdoor Work Environment Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)					X	
Insects				X		
Rodents			X			
Exposure to Various Lighting Conditions (High, Low, LED, etc.)				X		
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)					X	
Outdoor Weather Conditions (Dry/Wet/Slippery)						X
Hazardous Fumes or Odors/Toxic Chemicals			X			
Confined Spaces (as identified by OSHA)				X		
Close Proximity to Moving Machinery/Equipment					X	
Bodily Fluids/Communicable Diseases		X				
Working Alongside Moving Traffic on Roads						X
Electrical Hazards					X	
Vibrations					X	
Dust					X	
Interact with persons of various social, cultural, economic, personal hygiene standards, mental capacities, and educational backgrounds.						X
Other:						
Tools Used (add as needed)	Level of Proficiency⁶ if applicable	Never	Seldom	Occasional	Frequent	Constant
Office Equipment: Desktop Computer, Copier, Phone, Fax, Scanner, etc.	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
Field Technology: iPad/Laptop/Smartphone	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
Microsoft Outlook	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
Microsoft Word	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert		X			
Microsoft Excel	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert		X			
Microsoft Access	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert		X			
Microsoft PowerPoint	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
Adobe Acrobat Professional	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
Legistar/Granicus	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
BP Logix	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
Novatime	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
HTE/Sungard	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert	X				
Assetworks	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
General Code	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
GIS	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert				X	
GPS software and reporting	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert	X				
Civic Ready	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert		X			
Docuware (Document Management System)	☒ Basic ☐ Intermediate ☐ Advanced ☐ Expert	X				
Neogov (Insight, Perform)	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
CivicPlus (Internet, Intranet CMS)	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert	X				
Internet	☐ Basic ☒ Intermediate ☐ Advanced ☐ Expert			X		
Personal Vehicle	Maintain Wisconsin Driver's License.	☒ Yes ☐ No				
City Vehicle	Maintain Wisconsin Driver's License.	☒ Yes ☐ No				
	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert					
	☐ Basic ☐ Intermediate ☐ Advanced ☐ Expert					

⁶ Basic – Fundamental knowledge of common usage; Intermediate – able to perform independently with occasional guidance a majority of tasks related to position, utilizes tools in the most efficient and effective manner on a regular basis; Advanced – able to perform independently all tasks related to position, constantly utilizes tools in the most efficient and effective manner, able to implement and make suggestions on how the tools could improve processes and productivity; Expert – recognized authority, go to person, able to teach others

Section 9 - Additional Comments

Any additional information: We work in ALL the weather elements no matter what each day brings.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities. Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City. It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

This JDQ has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. I understand that the City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

EMPLOYEE: _____ DATE: _____ SUPERVISOR: _____ DATE: _____

DEPT. HEAD: _____ DATE: _____ HR REP: _____ DATE: _____