

City of South San Francisco  
Human Resources Department

**Maintenance Craftworker**  
Class Description

**Definition**

Under general supervision, performs a variety of skilled and semi-skilled work in the maintenance and repair of grounds, facilities, and equipment on City-owned property and facilities or City-owned common greens area surrounding condominiums; acts as liaison with property owners, tenants, association managers, City, maintenance contractors, and other agencies; and performs other related duties as assigned.

**Distinguishing Characteristics**

This class is distinguished from other City maintenance classes by the variety of assignments in multiple skilled and semi-skilled trade areas and the independence of action required as the City's on-site representative on residential properties.

**Typical and Important Duties**

1. Performs a variety of installation, maintenance, troubleshooting, and repair work at a skilled and semi-skilled level in a variety of trade areas, including:
  - Carpentry, such as maintaining and repairing retaining walls, fences, irrigation sheds, stairs, and railings.
  - Plumbing, such as repairing and replacing backflow devices and water fountains.
  - Irrigation, such as maintaining, repairing, and replacing clocks, valves, underground lines, and sprinkler heads.
  - Landscaping, such as trimming trees and large shrubs, applying pesticides or herbicides, and maintaining outdoor areas in a clean and orderly condition, including the removal of graffiti.
  - Concrete finishing, such as repairing and replacing stairs and walkways.
  - Electrical maintenance, including service wiring and fixtures for exterior lighting and irrigation valves and controls.
2. Acts as liaison among property owners, tenants, association managers, the City, maintenance contractors, and other agencies; receives information regarding problems and needed maintenance and repair; writes work orders and refers the problem to the proper contractor, City department, or agency; personally makes emergency or safety repairs as required.
3. Estimates materials and supplies required to perform assigned work; orders supplies and materials as required.
4. Explains problems and needed work to maintenance contractors; reviews work performed to ensure that contract provisions and compliance with City specifications.
5. Reads and interprets blueprints, schematics, diagrams, and catalogues.

6. Uses a variety of hand and power tools and light motorized equipment in the performance of the work.
7. Maintains records and prepares reports of work performed and materials and supplies used.
8. May direct the work of an assistant or a project as required.
9. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### *Knowledge of:*

- Techniques, tools, equipment and materials used in performing skilled and semi-skilled installation, maintenance, and repair work in a variety of trade areas.
- Techniques for dealing with the public, City staff, and representatives of contractors in an effective manner.
- Safety practices and procedures related to the work.
- Normal supply sources for required materials and supplies.
- Basic techniques for directing the work of others.

#### *Ability to:*

- Perform skilled work in at least one trade area and semi-skilled work in multiple trade areas independently.
- Inspect work in progress and upon completion to determine maintenance requirements to meet established standards.
- Troubleshoot problems and determine materials and supplies required for maintenance and repair projects.
- Maintain accurate records and prepare reports of work performed and materials used.
- Read and interpret plans, specifications, schematics, diagrams, and contract documents.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

#### *Skill in:*

- Driving a variety of vehicles safely.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

*Experience:* Four years of progressively more responsible experience performing a wide variety of facilities and grounds maintenance work, with demonstrated journey-level skill in at least one trade area and additional skills in other trade areas, such as carpentry, plumbing, landscaping, electrical maintenance, plumbing, and concrete finishing.

*Training:* Equivalent to graduation from high school, supplemented by coursework in applicable trade areas.

### **Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California driver's license, with proper endorsements and a satisfactory driving record.
- Possession of or ability to obtain certification as a Pesticide Applicator from the State of California.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

*Physical Skills:* Able to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 75 pounds; dexterity to drive trucks and large vehicles; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials, a computer screen, and to test equipment in varied field settings; hearing and speech to communicate in person and over the telephone.

*Work Environment:* Work in a shop and field setting; exposure to inclement weather, cold, heat, noise, outdoors, dust, dirt, vibration, chemicals, traffic, traffic hazards, confining workspace, mechanical hazards, electrical hazards, and explosive hazards.

*Ability to:* Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour call and stand-by; available for evening meetings; available for unusual hours in emergencies.

Approved:

Revised Date: July 2000, December 2001, January 2003, June 2003

Former Titles:

Abolished:

Bargaining Unit: AFSCME

ADA Review: 2000, 2003

DOT: No

Physical: Class 2

Status: Classified/non-exempt

EEOC Category: EF6/EJ7

Job Code: A 280

**ADA-Documentation of Essential Duties**

1. SDE
2. SDE
3. SDE
4. SDE
5. SDE
6. MDE
7. SDE
8. OAE

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