



**TITLE: Utility Service Worker I/II**  
**PG: HC/HD (dependent on qualifications)**  
**DEPARTMENT: Public Utilities – Sewer/Water/Water Treatment Plant**  
**REPORTS TO: Utility General Supervisor – Sewer/Water/Chief Water Plant Operator**  
**REVISION DATE: July 2025**

**PURPOSE OF POSITION:**

The purpose of this position is to perform unskilled manual and semiskilled work assisting in the installation, construction, repair, maintenance and care of utility lines and related structures.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

1. Assists with the installation of water distribution and sanitary sewer lines and connections.
2. Assists in the flushing and maintenance of water distribution lines and appurtenances.
3. Assist in the maintenance and repair of water distribution and sanitary sewer lines and related infrastructure.
4. Assists in making water and sewer taps and repairing leaks.
5. Digs, fills and tamps trenches, ditches and pipe lines.
6. Cleans out, raises and repairs manholes.
7. Loads and unloads gravel, dirt and other materials, tools and equipment.
8. Assists in the operation of the hydraulic sewer cleaner in cleaning sanitary sewer lines and performs preventive maintenance work.
9. Assists with CCTV inspection of sanitary sewer lines.
10. Operates trucks, tractors, and loaders in grounds preparation and maintenance work.
11. Restores repair and installation sites to original condition.
12. Services and maintains light automotive equipment.
13. Cleans up around shop and yard.
14. Runs errands, picks up and delivers supplies and materials.
15. May be required to work overtime and/or be on call; and respond to emergencies within a reasonable time.
16. Regular and predictable attendance.
17. Ability to work in a cooperative manner with others.
18. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

**Utility Service Worker I**

- High School Diploma/GED.
- Six (6) months' of recent work experience in construction, equipment operation, water distribution and /or sewer collection system construction and maintenance, utilities experience; or an equivalent combination of education and experience.
- Must have a valid driver's license.

**Utility Service Worker II**

- Must meet all the qualifications of Utility Service Worker I
- Two (2) to three (3) years' of work experience in construction, equipment operation, water distribution and /or sewer collection system construction and maintenance, or utilities experience; or an equivalent combination of education and experience.

- Must successfully complete Operator Certification training for TN Grade 2 Water Distribution System or TN Grade 2 Wastewater Collection System or possess one of these certifications upon hire.
- Must have a CDL.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- General knowledge of the tools, materials and equipment used in general construction and maintenance work
- Knowledge of safety precautions applicable to the duties of the class.
- Ability to understand and follow oral and written instruction.
- Ability to use common hand tools; ability to operate simple machinery and equipment.
- Good physical condition.
- Ability to perform manual labor for extended periods often under unfavorable weather conditions.
- Ability to establish and maintain effective and professional working relationships with vendors, and governmental officials.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to communicate effectively with other members of the staff, supervisor, and the public.
- Ability to communicate in both written and verbal form.
- Ability to develop, interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
- Organizational and time management skills needed to meet deadlines.
- Must have ability to work accurately with attention to detail.
- Ability to maintain confidentiality.

**PHYSICAL REQUIREMENTS:**

This is heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires climbing, balancing, stooping, reaching, pushing, pulling, lifting, and grasping; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for visual inspection involving small defects and/or small parts, use of measuring devices, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

**WORK ENVIRONMENT:**

The worker is subject to inside and outside environmental conditions, noise, vibration, hazards, atmospheric conditions, oils, and wearing a respirator. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

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***In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.***