

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>Night Investigator</b>	Department:	Field Operations
Requisition Number:	2025122		
Hours:	3:00 p.m.-11:00 p.m; Straight eight (8) -may vary depending on need; Holidays-1 <sup>st</sup> shift, 7:30 a.m. – 3:30 p.m., 2 <sup>nd</sup> shift, 3:00 p.m.-11:00 p.m., on-call 11:00 p.m.-7:30 a.m.	Rate of Pay:	\$24.1911 - \$33.8674 per hour
Date Posted Up:	1/28/2025	Date Posted Down:	Until Filled
Time Up:	10:00 a.m.	Time Down:	

**SUMMARY**

Under supervision of the Inspection Supervisor of Field Operations, incumbent investigates trouble calls, performs security checks for the departments, works within the work order management software system, communicates with customers on a one-on-one basis and performs on-call functions. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with City and department policies and procedures as well as federal, state, and local regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Investigates trouble calls after normal departmental working hours;
- Calls in additional crew(s) to perform required work when needed.
- Informs Superintendent of Maintenance or on-call Supervisor of problems needing immediate attention;
- Maintains a log on trouble calls;
- Checks all doors, gates, windows and externally stored and parked equipment within the departments for security. Makes sure building and grounds are secure whenever leaving premises;
- Maintains equipment and tools in a clean and orderly condition;
- Operates Utility trucks if needed;
- Performs assigned duties which require bending, twisting, climbing and lifting a minimum of 50 pounds on a regular basis;
- Works under adverse conditions including extremes of temperature, humidity, precipitation and dust;
- Enters, exits and works in confined spaces wearing a variety of safety apparatus;
- Reports any irregularities of machinery, property or the sewer system to Supervisors;
- If follow-up excavation is required from their initial investigation, a cut sheet detailing what, when and where must be filled out;
- Familiar with Microsoft Office programs;
- Must be able to work within the work order management and Microsoft software systems to generate and post-off Service Requests, Work Orders, receive and send electronic messages, etc;
- Assists with posting of Service Requests and Work Orders;
- Required to be on-call from 11:00 p.m. – 7:30 a.m. on assigned days; and on weekend rotation;
- Must hold a valid CPR and First Aid certification;
- Ability to develop and maintain neat and accurate records;
- Ability to receive and transmit information accurately;
- Assists employees of any classification.

## **MARGINAL FUNCTIONS**

Performs other departmental duties as required.

## **PERFORMANCE EXPECTATIONS**

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **QUALIFICATIONS**

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

- Education equivalent to a high school diploma;
- At least two years of satisfactory work experience in a collection system;
- Physical is required when applicable;
- Ability to pass post-offer screen for this position;
- Knowledge of Microsoft Office software including Word and Excel;
- Experience in creating reports and spreadsheets;
- Communication and Customer Service classes required.

## **LANGUAGE SKILLS**

Incumbent has frequent daily contacts with the general public, other utilities personnel, and co-workers. These communications require the ability to tactfully handle questions and complaints. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Incumbent's work of some complexity requiring a moderate degree of decision-making in the application of procedures and methods. Work is performed under broad supervision of assignments and methods. Incumbent must be able to work alone maintaining the operation of the departments after normal daytime hours and must be able to make prompt, accurate decisions involving the City's collection system.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Maintains a valid Indiana Drivers license if City vehicle is used. Maintaining a Commercial Drivers License (CDL) in lieu of Indiana Drivers License is permitted. Incumbent must be 21 years of age or older to hold a CDL with the City of Fort Wayne.

## **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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee

frequently is required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds. Deemed physically fit to wear respiratory devices; Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The employee is frequently exposed to wet and/or humid conditions; high, precarious places; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; risk of radiation; and vibration. Enters, exits and works in confined spaces wearing a variety of safety apparatus. The noise level in the work environment is usually loud.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

## **Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.