

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## UTILITY WORKER

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### DEFINITION

Under immediate supervision, performs routine and repetitive tasks in a wide variety of activities; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

Sells tickets for special events; accepts money and makes change; and collects admission tickets from patrons.

Assists and guides visitors; furnishes information in a courteous manner.

Directs traffic; assists public in storing or parking vehicles; drives vehicles into assigned parking stalls; accepts money and writes receipts for parking or campground rental fees.

Opens, stamps, and sorts mail; matches checks with amount due and stamps for deposit; performs routine and repetitive clerical tasks.

Transfers information from original data to punched cards or magnetic tape through the use of an older version of data entry equipment; prepares source documents requiring little or no evaluation or conversion for processing.

Moves, loads and unloads materials, supplies, equipment and furniture; shovels snow and applies deicer to sidewalks, steps and driveways.

Performs incidental custodial duties; sweeps walks and floors, dusts and wet mops floors and stairs, cleans restrooms.

Performs unskilled work in caring for seed beds and seedlings; weeds, hoes, mows lawns, trims shrubs, rakes grass and removes trash and obstructions from roadways or premises.

Assists skilled workers; carries tools and materials; performs unskilled tasks such as, but not limited to, mixing concrete, mortar, tearing out walls or digging post holes and ditches.

Operates non-complex equipment and tools not requiring previous experience; learns to clean and assist in making minor adjustments to equipment.

Performs various tasks in support of assigned program area to assist in the collection of data, fire watch in state forests, and maintenance of state-owned buildings, grounds, facilities, and equipment.

### COMPETENCIES REQUIRED

Ability to understand and follow verbal and written work instructions.

Ability to make correct change.

Ability to work out-of-doors under any type of weather conditions.

Ability to perform physically demanding work, i.e., lifting, bending, hauling.

Ability to learn to use simple tools such as hammers, saws, screwdrivers, gardening tools.

Ability to learn to perform a variety of routine, unskilled tasks.

Ability to perform the work as demonstrated by successful performance through the probationary period.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

No specific education or experience is required.

#### **NECESSARY SPECIAL REQUIREMENTS**

Designated positions in this job class require applicants to obtain the required certification as Nurse Aide/Orderly.

Effective Date: 12/96 GRC