

FIELD LEADWORKER 1-2

CLASS DESCRIPTION

General Responsibilities:

This is responsible leadwork supporting the effective daily operation, maintenance and service of City of Madison agency programs and facilities. Positions in this classification provide first-line leadership to a variety of field, customer service, enforcement, maintenance and/or operations staff; coordinate and monitor day-to-day activities; make routine operational decisions; and ensure consistent, high-quality service to the public and partner agencies. Work includes assisting with staffing assignments, training employees, supporting policy and procedure development, and performing programmatic, maintenance or field duties as needed to maintain safe, accessible, and well-managed operational, field settings and related customer services. Employees in this class help maintain orderly, reliable maintenance and operations across multiple field settings, and serve as an initial point of support for field staff during varied and multi-shift operations. Work is performed within established guidelines under the general supervision of the foreperson, or higher-level supervisor or manager, and may involve night, weekend, and special event assignments.

This series is not intended for automatic progression to the Leadworker 2 level, rather advancement will be determined by each agency based on their needs and will be generally filled through a position study or competitive process.

Examples of Duties and Responsibilities:

Field Leadworker 1

Lead and coordinate day-to-day operations across assigned functional areas, ensuring services are delivered efficiently and in alignment with established procedures.

Provide leadership and work direction to hourly and permanent staff, contractors, and security personnel, including assigning and prioritizing work, monitoring performance, clarifying procedures, and ensuring adherence to operational standards and expectations.

Monitor facilities, field locations, and service areas to ensure safe, orderly, and efficient operations and address service conflicts or disruptions.

Coordinate clear communication to staff and the public related to facility and field activities

Respond to operational issues, service disruptions, and public concerns, including assisting customers, addressing complaints, and providing information on agency regulations, services, and policies.

Support staffing and operational coverage, including adjusting assignments, redeploying resources, assisting with scheduling, and responding to unexpected absences, peak demands, or emergency situations.

Oversee and support maintenance and equipment operations, including monitoring facility conditions, coordinating repairs, assisting with preventive maintenance activities, and ensuring cleanliness, safety, and functionality of agency assets and equipment.

Promote and ensure safe work practices and site conditions, including monitoring staff and contractors for proper procedures and PPE use, identifying hazards, and ensuring appropriate follow-up on safety, environmental, and life protection system concerns.

Assist with training and onboarding of staff, providing guidance on work procedures, equipment use, customer service expectations, and operational protocols across functional areas.

Perform related work as required.

Field Leadworker 2

Perform all work consistent with the class of Field Leadworker 1, but with a higher level of skill, discretion, autonomy, and independent decision-making generally achieved after two years.

QUALIFICATIONS

Training and Experience:

Field Leadworker 1

Generally, positions in this classification will require:

Three years of responsible experience supporting the daily operation, maintenance, or field functions of an agency, including at least one year of leadwork experience coordinating people, monitoring day-to-day activities, and assisting with training or operational decision-making.

For Parking Division positions:

One year (1) year of formal trade work is required for the Leadworker in the maintenance section.

Two years of responsible parking enforcement experience comparable to that gained as a Parking Enforcement Officer with the City of Madison is required for the Leadworker in Parking Enforcement.

Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Field Leadworker 2

Fours years of responsible experience supporting the daily operation, maintenance, or field functions, including at least one year of leadwork experience coordinating staff, monitoring day-to-day activities, and assisting with training or operational decision-making.

For Parking Division positions:

One (1) year of formal trade work is required for the Leadworker in the maintenance section.

Three years of responsible parking enforcement experience comparable to that gained as a Parking Enforcement Officer with the City of Madison is required for the Leadworker in Parking Enforcement.

Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Parking Field Leadworker 1

Working knowledge of materials, tools, equipment and techniques used in operations, facility maintenance, repair, and/or construction related field activities. Working knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of basic recordkeeping practices, including inventory and maintenance documentation. Working knowledge of applicable safety practices and equipment. Ability to provide effective leadwork, including training staff, assigning tasks, and monitoring performance. Ability to understand and carry out oral and written instructions. Ability to work independently and make decisions in emergency or unusual situations. Ability to calmly and effectively coordinate within stressful and/or confusing situations. Ability to exercise discretion in applying rules, policies, and procedures. Ability to enforce rules respectfully and consistently. Ability to perform preventive maintenance and routine mechanical repairs on equipment. Ability to work effectively with multicultural populations. Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to perform basic mathematical calculations accurately and efficiently. Ability to communicate effectively with individuals from diverse cultural and ethnic backgrounds. Ability to use communication tools (e.g., two-way radio, cell phone). Ability to operate a motor vehicle safely in varied conditions. Ability to maintain reliable attendance.

Parking Field Leadworker 2

Thorough knowledge of materials, tools, equipment and techniques used in operations, facility maintenance, repair, and construction related to field activities. Thorough knowledge of computer software and applications used in facility operations, maintenance, and field support. Working knowledge of basic recordkeeping practices, including inventory and maintenance documentation. Working knowledge of applicable safety practices and equipment. Working knowledge of specialized

equipment, facility operations, and related maintenance practices, as determined by the agency. Ability to provide effective leadwork, including training staff, assigning tasks, and monitoring performance. Ability to understand and carry out oral and written instructions. Ability to work independently and make decisions in emergency or unusual situations. Ability to calmly and effectively coordinate within stressful and/or confusing situations. Ability to enforce rules respectfully and consistently. Ability to perform preventive maintenance and routine mechanical repairs on equipment. Ability to work effectively with multicultural populations. Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public. Ability to exercise discretion in applying rules, policies, and procedures. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to perform basic mathematical calculations accurately and efficiently. Ability to communicate effectively with individuals from diverse cultural and ethnic backgrounds. Ability to use communication tools (e.g., two-way radio, cell phone). Ability to operate a motor vehicle safely in varied conditions. Ability to maintain reliable attendance.

Necessary Special Qualifications:

Possession of a valid driver’s license.

Employees will also be expected to work a variety of hours, including days, nights, weekends, and special events.

Physical Requirements:

Ability to walk over uneven terrain and must be able to bend, squat, and access field sites. Ability to stand, walk, bend, kneel, stoop, and perform repetitive movements for extended periods, including walking long distances (up to 10 miles per shift). This position may require a high percentage of work outdoors in all types of weather at various times of day and night while driving, walking, standing, and performing repetitive arm movements. Ability to lift, carry, push, and pull materials (typically up to 50 pounds, occasionally up to 100 pounds with assistance from others). Ability to work at various heights and in small or confined workspaces. Ability to perform physical tasks such as opening/repairing equipment and assisting patrons. Exposure to varying weather conditions, temperature extremes, noise, heavy traffic, and high customer volumes.

Department/Division	Comp. Group	Range
Field Leadworker 1	16	14
Field Leadworker 2	16	15

Approved: _____
 Erin Hillson
 Human Resources Director
 Date