



## Blue Stakes of Utah 811 Overview

Before digging in Utah, state law requires an excavator (contractor, homeowner, etc.) to have the dig site area checked for underground utility lines. Instead of contacting each facility operator individually to ask if they have underground lines at the dig site, the excavator can contact Blue Stakes of Utah 811 (Blue Stakes), which has a membership association of over 600 facility operators in Utah. Blue Stakes of Utah 811 operates as a notification center - a communication link between the excavator and the facility operators for locating purposes.

Blue Stakes captures information from the excavator about who is digging, for what purpose, the location of the dig site, and specific marking instructions. Blue Stakes sends the information in what is known as the "locate request ticket" to the member facility operators that have underground lines in the dig site area. Each facility operator is then responsible to mark their own lines at the described dig site location.

Blue Stakes is a non-profit organization that is funded by the member facility operators in Utah. The service to get utility lines marked is a free service provided to excavators. Blue Stakes of Utah 811 two directives are to process the locate request tickets and to provide damage prevention education.

Utah State Law requires utility notification prior to excavation work to prevent property damage, service interruptions, personal injury or even death.

## Locate Specialist Trainee position

A Locate Specialist (LS) has a key responsibility within the Blue Stakes organization. The LS's role is to answer incoming calls, submitting locate requests and processing online requests from excavators. This position requires excellent critical thinking skills.

On each locate request, the LS is responsible for capturing all necessary information and creating easy-to-understand directions that the utility company personnel can follow to get to the dig site location and then to check the specific area for utility lines. The marking instructions on the locate request ticket become legally binding—the excavator must dig only within the described dig area, and the utility companies must mark their lines in that location within the specified time frame. If an underground line is damaged, the ticket document will provide guidance in determining liability.

Thus, the LS must have great attention to detail and the ability to focus on every locate request, understanding that an error on the ticket may result in damage occurring in the field.



## Pay, Hours & Benefits

- Locate Specialist Trainee hourly wage is \$17.50 through the entire training/probationary period. This position includes the potential of an wage increase at approximately \$18.00 after successful completion of the training period.
- The Notification Center operating hours are Monday-Friday, 8:00am-4:00pm. Most work shifts will be between these hours. Training hours may vary.
- Holidays - 10 paid holidays (8 hours paid for full-time regular employee, or 4 hours paid for part-time regular employee): **LS Trainees are temp employees. Temp employees may receive holiday payment based on their schedule for the week in which the holiday falls, receiving either 4 hours or 8 hours of paid holiday if the employee is scheduled for that week. If the LS Trainee is not scheduled to work the week of a paid Holiday, Holiday pay may not occur.**
- Paid Time Off – PTO is required for all time off for regular full-time employees, like vacation, personal, sick, etc.
- Insurance – Competitive and robust insurance benefits available for full-time employees. Part-time employees are not eligible for insurance benefits.
- Additional Benefits
  - Full-Time-Supplemental Benefits: Vision, Teladoc, Flexible Spending Accounts, HSA, Disability and Life insurances, Legal and Identity Theft Protection
  - Employer Paid Teladoc Benefit including mental health benefits for both part-time and full-time regular employees.
  - Wellness Program and Benefit up to \$700 yearly per annual budget approval.
  - Incentive Bonus up to \$1500 yearly per annual budget approval.
  - Internet allowance eligibility up to \$100 monthly.
  - IRA retirement fund – You can contribute pre-tax earnings to a SIMPLE IRA fund; Blue Stakes will match your contribution up to 4%.
  - Tuition reimbursement – for classes related to construction, engineering, geography, planning, communications, etc.
  - Employee Assistance Programs (EAP)

## Work At Home Program

- Upon successful initial training work at the Draper facility and Director approval, LS trainees may be transitioned to their remote location (home) to continue their training. Work At Home (WAH) program is subject to the provisions and policies contained in the Blue Stakes Employee Handbook and other procedural documentation.
- The LS trainee will be required to provide their own sufficient internet for at home training/work. A LS may be required to come into the office if unable to work from home (power outage, internet down, etc.).

## Probationary Period – Approximately 120 days

Blue Stakes outsources its applicant screening and hiring to Elwood Staffing. New hires will be Elwood employees for approximately 120 days, which is a probationary period to determine if the new hire is a good fit for the LS position. Assuming the new-hire LS is doing well, they may be hired as a regular Blue Stakes employee when meeting the expected requirements at approximately 120 days.

**Note: Benefits do NOT take effect until the new LS trainee is hired as a regular employee.**



## JOB DESCRIPTION

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<b>TITLE:</b>	<b>LOCATE SPECIALIST TRAINEE</b>
<b>REPORTS TO:</b>	<b>DIRECTOR OF NOTIFICATION CENTER OPERATIONS</b>
<b>FLSA STATUS:</b>	<b>NON-EXEMPT</b>
<b>CLASSIFICATION:</b>	<b>FULL TIME TEMPORARY EMPLOYEE</b>
<b>WAGE:</b>	<b>\$17.50</b>
<b>DATE PREPARED:</b>	<b>JANUARY 1, 2025</b>

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### Summary Description

Locate Specialist Trainee (LS Trainee) learns to receive, process, and follow through on customer inquiries regarding underground utility locate requests under the direct supervision of the Director of Notification Center Operations (DNCO) and general guidance from the Training Specialist (TS) and/or Team Coordinator (TC).

### **Essential Job Duties/Responsibilities for Training Period:**

- Processes incoming telephone locate requests accurately and efficiently to produce a valid locate request.
- Performs various functions associated with new and existing locate requests, including but not limited to update, No Response Notice (NRSP), retransmit, cancel, re-mark, and duplicate requests.
- Provides non-excavation (plan & design) information, as needed/assigned.
- Performs basic research requests, as needed/assigned.
- Educates customers about Blue Stakes' role as the communication link between excavators, locators, and member utilities.
- Performs and analyzes quality assurance by listening to recorded phone calls as assigned.
- Maintains acceptable performance standards and goals for position.
- Maintains an acceptable home office environment if assigned to work from home.
- Works assigned shift during business operating hours (8 a.m. – 4 p.m. Monday-Friday, except recognized holidays).

### **Additional Job Duties/Responsibilities:**

- Continues training to include online locate request processing, and more comprehensive and complex locate request processing tasks.
- Promotes web utilization.
- Participates in the Security Awareness program
- Performs other duties and responsibilities as assigned.

### **Qualifications:**

The trainee must be able to learn, comprehend, and perform each essential duty accurately and completely during prescribed stages within the training period. In addition to required proficiency in each of the competencies listed above, the requirements listed below represent the knowledge, skill, and/or ability required.

### **Education/Experience:**

- High School equivalency required, Associates degree preferred or any combination of education, experience and training which provides the following knowledge, skills, and abilities.

### **Skill/Knowledge/Abilities:**

- Ability to type 35 WPM.
- Must have excellent customer service skills.
- Professional telephone skills to include using active listening skills with callers and addressing their needs as it applies to the Blue Stakes of Utah 811 processes.
- Regular and prompt attendance is essential; mental effort and focus is required daily.
- Correct use of the English language; must be able to communicate effectively verbally and in writing using proper grammar and spelling.



- Ability to follow and interpret written and verbal instructions.
- Ability to analyze information provided by the customer to create clear, precise instructions.
- Ability to analyze problems, and to recommend changes to resolve problems.
- Ability to use logic and critical thinking skills to prevent errors that may cause loss of life and / or property.
- Ability to maintain effective working relationships with other employees and the public in person, on the telephone, and through electronic communications.
- Ability to be self-directed to succeed in changing environments.
- Ability to be flexible and make changes, as necessary.
- Maintain confidentiality and security of information obtained.
- Ability to read, search, and understand locations and positioning in a mapping application.
- Ability to learn and apply the knowledge of Blue Stakes Operations and Procedures, including learning of the geography in Utah and the "Damage to Underground Utility Facilities Act".
- Ability to perform functions associated with computer systems and software programs including: Norfield Ticket Entry, NICE Phone System, Microsoft applications (Teams, Outlook, Word, Excel, Power Point, OneDrive, SharePoint, and OneNote) is helpful.
- Knowledge of basic office equipment, such as computers and softphones.

#### **Working Conditions and Physical Demands:**

- Indoor Notification Center/office environment; Ergonomic workstation options, telecommuting option
- Job requires sitting or standing at an office desk for extended periods of time
- While performing the duties of this job, the employee is required to view computer screens and wear telephone headset equipment for extended periods of time.
- Ability to receive detailed information through verbal communication and make fine discriminations in sounds.
- This position has exposure to stressful situations as a result of human behavior. Work is often performed under deadlines and time constraints.

#### **Additional eligibility qualifications to advance to a Locate Specialist I (LS I) regular employee:**

- Process assigned locate requests independently without assistance from the TS or others
- Maintain a satisfactory work record in performance of job responsibilities
- Follow company policies and procedures
- Meet and maintain WAH policy guidelines and requirements
- Be in good standing and not under any formal performance improvement plan
- Effectively work a regular schedule with minimal absenteeism and/or tardiness
- Successfully complete the Regular Employee Hiring Checklist

#### **Accept, Understand, and Confirm:**

I have read the above and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities, or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties and responsibilities and understand that the performance of other duties will be required from time to time in order to meet the company's needs. I understand that my employment with the company is at-will. I have been given a copy of this description.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_