

Job Summary

Perform service to new domestic gas appliances; and other related gas facilities.

Minimum Qualifications

One year of experience performing mechanical, electrical or plumbing service or the equivalent.

Note: Employees **must pass all written tests and/or hands-on training**, or simulations as required for this job classification; this includes all the covered task modules for Operator Qualification. Employees **must qualify in all covered tasks** in their classification.

Typical Job Functions

(Responsibilities/duties performed)

- Perform new meter set assembly (MSA) installations or new meter set turn-ons (in advanced to customer occupancy), including servicing new appliances within the scope of company policy and practice
- Perform any MSA maintenance including Family Samples / Family Exchanges, regulator venting, regulator exchanges, abnormal operating conditions, meter paints and other required meter maintenance utilizing a hot change device
- Installation and programming of Encoder Receiver Transmitters (ERTs)
- Discontinue gas service and complete non-pay turn-off orders
- May perform meter reading
- Use ladders and other equipment necessary for access to single and multi-story equipment locations
- Comply with all applicable policies and procedures in the Customer Service Manual
- Safely operate and properly maintain company assigned vehicles, work equipment and tools
- Promote good customer / public relations and safety
- Complete all documentation (paper or electronic), forms, records and logs in a thorough and legible manner
- Operate various computer systems
- Use of hot change equipment
- Work independently
- Perform other duties as assigned

Essential Functions

Must meet criteria on attached essential functions form.

Special Requirements

Meet and maintain the strenuous physical requirements of the position.

Must be able to be contacted and respond for emergency duty.

Must respond to base location or emergency site within one hour.

Must possess a valid driver's license and/or other special licenses/certifications.

Must be available to perform shift work, staggered workweek, including recognized holidays.

Must be available to work overtime.

Must be able to wear a complete company-issued uniform approved for the Customer Service department.

Must be able to wear and use all personal protective safety equipment as operating conditions dictate.

Must be able to work in another location, district, or department.

Must be able to work outdoors, exposed to extremes in temperatures and conditions.

May be exposed to natural gas during the course of work.

Must successfully complete all aspects of required training.

Must comply with company rules of general conduct, company policies and procedures.

ESSENTIAL FUNCTIONS

JOB TITLE: **FIELD TECHNICIAN (CS0000XXXX)**

DATE: DRAFT

This form is used to collect information required to define the essential functions of the job. Essential functions are the basic, fundamental tasks that must be performed in order to complete the job's assigned responsibilities. Consider each item listed below and decide if it applies to the job. Fill in the columns to describe the criticality, frequency, duration, and intensity (if applicable) of the item in relation to the job. All blank boxes must be filled. Add items at the bottom if necessary (use #74-76).

Criticality B How important is the item to the completion of the assigned tasks?

- | | |
|--------------------------------|--|
| 1 = Of little or no relevance | 3 = Important |
| 2 = Desirable but not required | 4 = Very important, essential to the job |
| | N/A = Not applicable |

Frequency B How often does the job require the employee to demonstrate the item?

- | | |
|---|--------------------------------------|
| 1 = Rarely, less than 5% of the time | 3 = Regularly, up to 50% of the time |
| 2 = Occasionally, up to 20% of the time | 4 = Sustained, over 50% of the time |
| | N/A = Not applicable |

Duration B On the average, how long is the item demonstrated each time it is required?

- | | |
|------------------------|------------------------|
| 1 = 3 minutes or less | 3 = 1 hour or less |
| 2 = 10 minutes or less | 4 = longer than 1 hour |
| | N/A = Not applicable |

Intensity B Provide the requested information.

ITEM	CRITICALITY	FREQUENCY	DURATION	INTENSITY
1. Awkward Position	3	2	2	
2. Balancing	2	2	1	
3. Carrying	4	3	2	Weight = 40 lbs.
4. Climbing	4	2	1	
5. Color Vision	4	2	2	
6. Crawling	4	2	2	
7. Crouching	4	3	2	
8. Depth Perception	4	4	4	
9. Driving	4	4	4	
10. Feeling (touching)	4	4	4	
11. Filing	4	1	1	
12. Fingering	4	4	4	
13. Handling	4	4	4	
14. Hearing	4	4	4	
15. Holding	4	4	4	
16. Jumping	2	1	1	Height or Distance = 2 ft.
17. Kneeling	4	4	4	
18. Lifting	4	3	3	Weight = 40 lbs.
19. Pulling	4	2	2	Weight = 40 lbs.
20. Pushing	4	2	2	Weight = 40 lbs.
21. Reaching	4	2	2	Distance = 3 ft.
22. Running	2	1	1	
23. Seeing	4	4	4	
24. Sitting	4	4	4	
25. Squatting	4	4	4	
26. Standing	4	4	4	
27. Stopping	4	4	4	
28. Talking	4	4	3	
29. Throwing	2	1	1	Weight or Distance =
30. Turning	4	4	1	
31. Twisting	4	3	1	
32. Typing	1	1	1	
33. Walking	4	4	1	
34. Writing (physical act of)	4	3	1	
35. Outside work	4	4	4	
36. Potential health hazards	4	3	2	

(Continued on back)

ITEM	CRITICALITY	FREQUENCY	DURATION	INTENSITY
37. Potential safety hazards	4	3	2	
38. Public contact - routine	4	4	2	
39. - complaint	4	1	1	
40. - emergency	4	1	1	
41. Leadership	4	2	2	
42. Handling conflict	4	1	1	
43. Dealing with angry people	4	1	2	
44. Handling multiple priorities	4	2	2	
45. Makes decisions with limited information	4	3	1	
46. Use of tact & diplomacy	4	3	1	
47. Makes non-routine or unexpected judgment	4	3	1	
48. Operating in the absence of clear expectations or procedures	4	2	1	
49. Operating under short time frames	4	4	3	
50. Serious consequences of error	4	4	4	
51. Reports to multiple supervisors	4	4	4	
52. Writing skills - good grammar	3	4	1	
53. - letters, memos, reports	3	3	1	
54. - speeches, articles	2	2	1	
55. Math skills - add, subtract, multiply	4	4	1	
56. - fractions, decimals	4	4	1	
57. - basic algebra, geometry	2	2	1	
58. - calculus, adv. algebra, trig.	1	1	1	
59. Reading skills - basic instructions	4	4	1	
60. - manuals, reports, magazines	4	4	1	
61. - technical or legal	4	4	1	
62. Speaking skills - routine exchange	4	4	2	
63. - one on one, persuasive	3	2	1	
64. - addressing groups	2	2	1	
65. Information ordering - arrange things or actions in a certain order	3	3	1	
66. Reasoning - apply procedure	4	4	2	
67. - develop new procedure	2	2	1	
68. Concentration on task	4	4	2	
69. Visualization - imagining how something will look	3	2	2	
70. Comparison of letters, numbers, or patterns quickly and accurately	4	4	2	
71. Utilization of personal protective safety equipment	4	3	3	
72. Reaction time - fast response	4	4	1	
73. Smell	4	3	3	
74. Other -				
75. Other -				
76. Other -				

Comments (please reference the item by number):

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