

# SERVICE TECHNICIAN

## Position Summary

Outlined in this document is the position description for the Service Technician and various responsibilities. Job attributes and performance expectations are also defined. (Detailed specifics and clarifications are available in the Job Task Analysis–Appendix A).

As employees complete the structured training and directed on the job training necessary, meet regulatory requirements (OQ, OSHA, CDL), and other qualifications they will be able to progress through their career field. The levels through which progress may be expected are as follows:

	LEVEL
Service Technician	I
Service Technician	II
Service Technician	III
Sr. Service Technician	

Advancement beyond the level of Service Technician III will involve the posting and bidding process, with consideration to seniority, qualifications and staffing needs.

Employees will gain skills in the levels, through structured training and OJT. Progression through the levels will require an employee to demonstrate skills and knowledge of the level they currently hold.

**SERVICE TECHNICIAN SERIES**

**SENIOR  
SERVICE  
TECHNICIAN**

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**18 MONTHS**



**18 MONTHS**

**SERVICE TECHNICIAN III**

**18 MONTHS**

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**SERVICE TECHNICIAN II**

**18 MONTHS**

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**SERVICE TECHNICIAN I**  
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## **SERVICE TECHNICIAN**

### **LEVEL I, II, III**

The Service Technician type job is designed to enable an employee to learn all aspects of delivering natural gas to customer's, primarily on customer premise. Normally working alone, the employee will perform a variety of service orders, investigations and billing tasks. Included are gas service surveying, meter installation as well as maintenance of services to and on the customer's premises.

#### **Level I**

Will perform the duties of the job as the employee becomes qualified to do so, is assigned to gas service work performing various types of specific service orders.

#### **Level II**

Performs work required to maintain gas service on customer's premises, including minor repairs and adjustments on gas appliances; adjusts, repairs and analyzes appliance trouble for all types and sizes of domestic gas-fired equipment, including electric controls; receives instruction in the classroom and in the field. The complexity of the tasks performed will increase as the employee gains experience and qualifications.

#### **Level III**

Performs work required to maintain gas on customer's premises services domestic and commercial gas-fired equipment, including electric controls and dual fuel installations; surveys, and inspects all gas installations, new or reconstructed services and house lines, meters, domestic-sized regulators and gas-fired equipment; locates service installation and inspects service entrance work on customer's premises, after completion; investigates consumption and bill complaints; instructs and trains other employees in matters relating to Service Technician responsibilities.

# **SERVICE TECHNICIAN**

## **LEVEL I, II, III**

### **General Comments**

Must meet the Company's general qualifications.

Job knowledge and competence will be demonstrated on a periodic basis regulatory or other required qualifications.

Will participate in training as required. Work assignment will be based on competency upon completion of training.

Will adhere to company and departmental policies, standards and established procedures.

This job description attempts to give examples of the tasks associated with the job; however, the listings are not all inclusive.

Safety is the responsibility of every employee at Vectren. All safety procedures or policies outlined in the job procedures, safety reference guide, training classes and regulatory requirements (OSHA, etc.) are expected to be followed.

Conducting the work in a responsible and cooperative manner in the best interest of the Company and so that employees and others and the general public are properly safeguarded at all times.

The Job Task Analysis provides detailed descriptions for Knowledge's, Physical Conditions, and Attributes. Categories include calculations, basic measurement, working conditions and use of senses.

### **Qualifications**

#### **Entry Level**

Must possess a valid driver's license and a high school diploma or the equivalent, basic math skills, written and verbal communication skills, basic mechanical knowledge and abilities on the use of tools and equipment.

#### **Fully Qualified**

A minimum of 4.5 years experience as a Service Technician or the equivalent and demonstrate the ability to perform the tasks of the job. Maintain Emergency Response qualification status. Must maintain all regulatory qualifications in tasks associated with this job level.

### **Job Attributes**

Minimum time at each level

Level I	18 months
Level II	18 months
Level III	18 months

## **SERVICE TECHNICIAN**

### **LEVEL I, II, III**

#### **Job Attributes**

Work requires moderate physical and manual skills. Must have mechanical ability to utilize small hand tools. Work requires moderate to heavy physical exertion.

Tasks involve the exercise of independent judgment within prescribed instructions and/or standard procedures.

Requires close mental and visual concentration, coordination and dexterity often in hazardous conditions.

Performance of tasks involving maintenance on gas equipment requiring close attention to hazardous conditions. Work exposes the employee to hazardous situations in gas maintenance tasks.

Adverse working conditions could include weather and access to undesirable customer premises.

Individuals are responsible for the care of Company equipment. Also required to exhibit care while performing work on customer's premises.

Works with confidential customer account information.

Work involves regular customer contact and occasional contact with other departments.

Work is normally performed independently on customer premises, with the employee reporting activities and any abnormalities daily. The level of supervision received decreases as the employee progresses through the job series.

Often works alone. Occasionally will be required to work with and direct other employees in the tasks related to Service Technician responsibilities.

## **SERVICE TECHNICIAN LEVEL**

### **LEVEL I, II, III**

#### **Performance Expectations upon Completion of Training and On the Job Experience**

##### **LEVEL I**

Process service orders (reconnects, disconnects, transfers)

Perform collection activities.

Access customer account information as required.

Change and remove residential gas meters, including ERT meters as necessary.

Assist other skill levels as qualified.

Report abnormal conditions, fraud and theft conditions, etc.

Read meters.

Have a working knowledge of national, local, and Company standards and codes and other pertinent regulatory requirements as they relate to Service Technician I responsibilities.

Perform lesser skilled work.

Perform zero or low usage investigations.

Perform locating activities for gas facilities

Pump drips.

Perform work in confined spaces.

Perform visual inspection of pipeline.

Also assist in the installation of gas mains and services.

Install anodes and locate test stations.

Perform manual labor activities safely such as flagging, barricading, signs, etc

Perform pressure leak test.

## **SERVICE TECHNICIAN**

### **Performance Expectations upon Completion of Training and On the Job Experience**

#### **LEVEL II**

Perform all duties/functions of Service Technician I.

Respond to residential and small commercial gas emergency calls.

Install a gas meter, residential or commercial (1000 CFH diaphragm or less).

Troubleshoot appliance trouble on customer property, including minor repairs, i.e., dryers, ranges, water heaters, furnace, etc.

Read and understand gas blueprints, project prints, and gas atlas.

Operate equipment and tools necessary to the Service Technician II.

Have a working knowledge of national, local, and Company standards and codes and other pertinent regulatory requirements as they relate to Service Technician II responsibilities.

Perform lesser skilled work.

Conduct corrosion diagnostic tests, pipe and soil readings

Clear service with CNG.

Perform plastic fusion.

Investigate gas pressure problems on residential customers.

Assists in maintenance of gas mains and services.

Maintain aboveground valves.

Conduct pressure audit.

Perform gas leak survey.

## **SERVICE TECHNICIAN**

### **Performance Expectations upon Completion of Training and On the Job Experience**

#### **LEVEL III**

Perform all duties/functions of the Service Technician II.

Perform gas surveys.

Perform gas service and houseline inspections.

Perform gas bill investigations.

Respond to all gas emergency calls – residential, commercial, and industrial.

Operate specialized equipment necessary to the Service Technician III.

Possess increased knowledge/skills for customer investigations.

Have a working knowledge of national, local, and Company standards and codes and other pertinent regulatory requirements as they relate to Service Technician III responsibilities.

Perform lesser skilled work.

Monitor dual fuel installations.



## **SENIOR SERVICE TECHNICIAN**

Specializes in all aspects of gas meter planning, construction and maintenance. In addition to the tasks performed by the Service Technician I, II, or III, the Senior Technician – Metering will work with commercial gas service

### **General Comments**

Must meet the Company's general qualifications.

Job knowledge and competence will be demonstrated on a periodic basis by successful completion of regulatory or other required qualification.

Will participate in training as required. Work assignment will be based on the training that has been received.

Will adhere to all Company and departmental policies, standards and established procedures.

This job description attempts to give examples of the tasks associated with the job; however, the listings are not all inclusive.

Safety is the responsibility of every employee at Vectren. All safety procedures or policies outlined in job procedures, safety reference guide, training classes and regulatory requirements (OSHA, etc.) are expected to be followed.

The Job Task Analysis provides detailed descriptions for Knowledge's, Physical Conditions, and Attributes. Categories include calculations, basic measurement, working conditions and use of senses.

### **Qualifications**

#### **Entry Level**

A minimum of 4.5 years experience as a Service Technician or the equivalent and demonstrate the ability to perform the tasks of the Service Technician. Must possess a high school diploma or equivalent. Must maintain all regulatory qualifications in tasks associated thru level III.

#### **Fully Qualified**

Must have a minimum of 18 months experience as a Senior Service Technician or the equivalent and demonstrate the ability to perform the tasks of the job. Must maintain all regulatory qualifications in tasks associated thru level III.

## **SENIOR SERVICE TECHNICIAN**

### **Job Attributes**

Work requires moderate physical and manual skills. Must have mechanical ability to utilize small hand tools and specialized instruments. Work requires moderate to heavy physical exertion.

Tasks involve the exercise of independent judgment within prescribed instructions and/or standard procedures. The tasks require a high degree of complex responsibilities.

Requires close mental and visual concentration, hand/eye coordination and dexterity often in hazardous conditions.

Performance of tasks involving maintenance on gas equipment requires extreme attention to hazardous conditions.

Work exposes the employee to hazardous situations. Employees must recognize these hazards including electrical hazards and work within the appropriate procedures.

Adverse working conditions could include weather and access to undesirable customer premises.

Individuals are responsible for the care of Company equipment. Also required to exhibit care while performing work on customer's premises.

Works with confidential customer account information.

Work involves customer contact on customer premises. Also requires contact with other departments.

Work is normally performed independently on customer premises, with the employee reporting activities and any abnormalities daily. Often works alone. Will be required to work with and direct other employees in tasks related to the Senior Service Technician responsibilities.

## **SENIOR SERVICE TECHNICIAN**

### **Performance Expectations upon Completion of Training and On the Job Experience**

Has working knowledge of codes as they relate to service installations.

Install, maintain and repair commercial gas regulation and metering up to one PSI.

Have a working knowledge of national, local, and Company standards and codes and other pertinent regulatory requirements as they relate to the Senior Service Technician responsibilities.

Perform lesser skilled work.

Survey and inspect large commercial and industrial meter settings, services and houselines.

Install, maintain and repair all types and sizes of commercial and industrial meters up to 7M.

Perform necessary bill investigations (i.e., high, low and zero consumption) on large commercial and industrial customer premises.

Install and remove pressure records and pressure temperature charts on customer premises.

Reading commercial and industrial meters, changing charts, installing and removing gauges and or instruments.

Work with and inspect contractors on rehabs or new main construction.

Instruct and train others.

Install and maintain telemetering equipment.

Perform by-pass on commercial settings.