

SENIOR SERVICE OPERATOR

A. DUTIES

Under directive or general supervision, on a regular or irregular schedule, dispatches orders to gas and electric personnel, personally and by telephone or radio; performs work in connection with receiving, issuing and storing materials, supplies and equipment at the various Division stores locations as assigned; performs clerical and technical duties that require a particular knowledge of the methods, policies and procedures of the Company and Division operations; performing duties as assigned, such as but not limited to, those examples listed below:

1. Performing any or all duties of Stockkeeper-Service Operator;
2. Receiving all type of calls including service, routine trouble and emergency and storm trouble calls; coordinating and dispatching same to gas and/or electric personnel of the Division or other areas as assigned; analyzing and making decisions on feeder, commercial, business, transformer outages and gas problems;
3. Contacting customers, contractors, other departments, other utilities, various Division offices and employees regarding problems and methods necessary to maintain service and coordinate service problems; informing customers of necessary precautionary measures in case of gas leaks or lines down;
4. Notifying supervision of any abnormal conditions affecting service to customers, danger to Company equipment or safety to personnel or the general public; receiving and referring any maintenance problems to supervision when necessary;
5. Suggesting changes or additions to the gas and/or electric distribution system and applicable maps to give better customer service or improve safe working conditions;
6. Keeping a daily record of location of all crews and servicemen, maintaining an up to the minute list of the location where Division personnel may be promptly reached;
7. Maintaining an accumulated overtime record for all personnel in the assigned area and keeping an up-to-date call-in list for gas and/or electric serviceman and crews to which orders, service and/or trouble calls will be dispatched;


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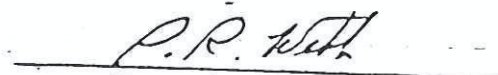
B. QUALIFICATIONS

Must meet the Company's requirements as to GENERAL QUALIFICATIONS; must have all the qualifications of Stockkeeper-Service Operator and, in addition:

1. Must have had at least one year of experience as such;
2. Must have a good working knowledge of the territory served by the Company and the location of electric transmission and distribution lines, substations, and the gas distribution system;
3. Must be thoroughly familiar with System Operating rules, policies, tagging, procedures and instructions for unattended substations and transmission and distribution lines, circuits, conductors and gas distribution; must be familiar with the Company's safety rules applicable to electric and gas work;
4. Must have a pleasant personality and a cooperative temperament and be able to receive and transmit orders and instructions in a manner that will maintain harmony and obtain satisfactory work results;
5. Must be able to read and interpret prints;
6. Must have a good knowledge of Company policies and procedures, technical terms, abbreviations and conventions encountered by the job;
7. Must be alert in recognizing hazardous situations or conditions;
8. Must be familiar with the various reports and records used by the Division and be able to compile them from disassembled data;
9. Must be thoroughly trustworthy in the possession of confidential information and treat it accordingly.

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For the Union


For the Company

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Date

SENIOR SERVICE OPERATOR

A. DUTIES (Continued)

8. Performing work in connection with the storeroom as assigned such as but not limited to; receiving, issuing and storing various materials, supplies and equipment; loading and unloading, handling and arranging materials or supplies either by hand or with power equipment; maintaining stock levels of the various items, taking inventories, receiving recovered items and maintaining appropriate records as necessary;
9. Furnishing daily information for the maintenance of active file of work orders in progress or held up for various reasons; preparing, when assigned, special reports of progress of work in the Division including units of work accomplished by individual crews;
10. Furnishing General Accounting with information required for billing of property accounts; collecting and forwarding axle mile tax cards to General Accounting, periodically, forwarding service cards to Plant Accounting of all customers' services' installed, including kind, size, reason and assigned taxing district;
11. Checking and posting time sheets as assigned; issuing reports of absent employees to Medical Department, preparing personal injury accident reports when necessary; preparing annual vacation schedule, keeping records of vacations and P.A.D.'s taken;
12. Receiving and recording inspection releases from outside inspection agencies;
13. Obtaining from all available sources any information necessary to provide service, restore outages or to assist other Division personnel as necessary;
14. Checking and exchanging, bi-weekly, all rubber gloves used by Division personnel; maintaining records of same;
15. Compiling various reports as required; and
16. Performing other similar or less skilled work.