

*Extract* STOCKKEEPER-SERVICE OPERATOR

A. DUTIES

Under directive supervision, on a regular or irregular schedule, performs work in connection with receiving, issuing and storing materials, supplies, equipment, and parts at the area stores locations; receiving and dispatching telephone calls, operates communication equipment, performs miscellaneous clerical and manual tasks as required; performing duties such as:

When working in the storerooms or stores area:

1. Performing any or all the duties of Stores Helper;
2. Receiving, checking, inspecting, and accounting for incoming items; reporting description, quantity, condition, quality and other information, as required; preparing and making shipments, as required;
3. Loading, unloading, handling and arranging materials, supplies, stationery, tools, equipment appliances and parts; operating hand and powered equipment for lifting, stacking and storing;
4. Issuing requisitioned items; assembling and preparing for delivery; relaying information and requesting instructions when it is impossible to complete a requisition or it is necessary to substitute items;
5. Receiving recovered items; checking, sorting, cleaning, measuring, handling and classifying items for scrapping, reconditioning or returning to stock; arranging and storing in assigned locations;
6. Handling transformers, meters, appliances and other items, maintaining records, as required;
7. Originating, completing or maintaining prescribed records, reports, and files relating to assigned duties; checking and verifying descriptions and symbol numbers, as required;
8. Checking and reporting stock levels to assure adequate supply and proper re-ordering in the prescribed manner;
9. Taking physical inventories as directed; preparing and maintaining inventory tags; preparing reports, as directed;
10. Assembling tools, equipment and appliances; assembling, erecting, repairing and dismantling bins, shelves and other stores equipment;
11. Cleaning appliances, tools, materials and equipment;
12. Keeping storerooms and storage areas clean and orderly;

STOCKKEEPER-SERVICE OPERATOR

A. DUTIES (Continued)

13. Driving Company vehicles, as assigned;

When operating communication equipment:

14. Receiving, recording and dispatching all types of service calls and telephone communications;

15. Operating the Company's radio communication system as required;

16. Being on the alert in receiving customer service calls to recognize major outages or emergency cases and referring such cases promptly to proper persons for attention;

17. Informing customers of necessary precautionary measures in cases of gas leaks or lines down;

18. Recording and reporting, as directed, customers reports and requests which do not require immediate attention;

Performed on either operation:

19. 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 servicemen and crews to which orders, service and/or trouble calls will be dispatched;

20. Performing other miscellaneous routine clerical duties, as assigned;

21. Performing other miscellaneous manual or physical tasks, as required in accordance with the needs of the area to which assigned;

22. Reporting abnormal conditions observed or encountered;

23. Instructing and training other employees in the work; and

24. Performing other similar or less skilled work.

B. QUALIFICATIONS

Must meet the Company's requirements as to GENERAL QUALIFICATIONS and, in addition:

1. Must have at least six months of experience with the Company:

2. Must achieve a passing score on the established comprehension test and have taken a course in commercial arithmetic, or the equivalent;

3. Must have a working knowledge of the practices and procedures of the Company as related to receiving, storing, issuing, recovering and inventorying stock;

4. Must know the prescribed methods of safely handling materials, supplies, and appliances including the functions, care and operation of material handling equipment;

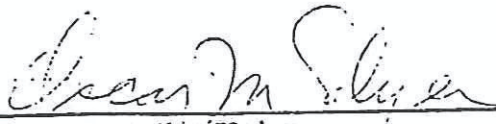


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B. QUALIFICATIONS (Continued)

5. Must be able to recognize various types of material carried in stock and know the proper storage locations;
6. Must be able to work from simple drawings, schedules and conversion tables;
7. Must possess the necessary judgement and initiative and have sufficient versatility to cope with a variety of assignments;
8. Must possess a pleasing telephone personality and be able to contact customers in a pleasant, courteous, tactful, and persuasive telephone manner, in respect to all types of service calls or complaints;
9. Must have demonstrated the ability to work harmoniously and cooperatively with other employees and departments with whom the work must be coordinated;
10. Must qualify for Third Class Radio Operations License in connection with using two-way short wave radio telephone;
11. Must have established a reputation for honesty; and
12. May be required to qualify for the Company's Motor Vehicle Permit to drive cars and trucks.

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For the Union

  
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For the Company

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Date