

Field Metering Services Agreement – December 2019

Attachment # 6 Customer Service Technician A

Nature and Scope of Position:

Performs skilled work and associated clerical functions in the Field Metering Services department. Works independently or under the direction of a supervisor.

Typical Duties:

Leads, directs, and instructs lower classification personnel in the Field Metering Services department. Contacts customers, contractors, builders and architects regarding the size and location of meters, meter manifolds and service lines for residential, commercial, and industrial accounts. Makes periodic inspections at new construction areas to ensure that contractors or plumbers are complying with DEO specifications as to proper installation of services, houselines, appliances, and equipment.

Contacts customers to advise them when work will interrupt their service due to such things as conversions, upratings, and large meter changes. Contacts the C&M, GM&R, Engineering and other departments to coordinate and expedite the installation of service lines and metering equipment. Contacts customers when appliance or equipment additions or deletions are anticipated to determine if any changes in gas delivery or metering facilities are necessary.

Operates data entry devices associated with Field Metering Services work. Communicates diplomatically with customers to promote customer satisfaction. Reports customer complaints to supervisor. Properly cares for and handles all tools and work equipment used in assigned job duties. Operates and maintains assigned vehicle and vehicle inventory in a neat and orderly manner. Prepares documents and reports as required by the work performed. Assists customer service personnel as required and performs any other assigned duties within the Customer Service A classification.

Qualifications:

Must be able to communicate diplomatically with residential, commercial and industrial customers. The ability to work and cooperate with FMS employees and personnel of other departments is a requirement.

Must be willing to work overtime and have a good work and attendance record.

Must maintain a valid vehicle operator's license.