

## **Field Metering Services Agreement – December 2019**

### **Attachment # 5 Customer Service Technician B**

#### **Nature and Scope of Position:**

Learns to and 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 other customer service personnel as required and performs any other assigned duties within the Customer Service A classification.

#### **Qualifications:**

Must have satisfactorily progressed through and demonstrated the ability to perform all duties of Customer Service Representative "A" and be recommended by local management.

Must successfully pass the Contact Technician test.

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.

Employees in the Customer Service Technician B classification will be promoted to the Customer Service Technician A classification after one (1) year if they have demonstrated the ability to perform all of the duties associated with the Customer Service Technician position.

If after a period of one (1) year following the promotion to this job classification, a Customer Service Technician fails to satisfactorily meet all the requirements of the position, he or she will be reclassified to his or her former classification and paid at the contract rate for that classification.