

Field Service Construction Specialist A

Nature and Scope of Position:

Performs field service-related work activities associated with the MMOP and PIR projects (e.g., all meter reading functions, turn-offs, turn-ons, disconnects, transfers, meter changes, installation and repair of electronic monitoring and reading equipment). Performs light ups (turn-ons) on multiple projects as assigned.

Performs meter move assessments and related paperwork associated with Company projects. May work under the direction of like classifications, Engineering Inspectors, and/or supervisor, but is often required to work independently to complete assigned work. Leads, directs and assigns the work of like classifications as well as contractors.

Contacts customers to advise them when work will interrupt their service due to things to include but not be limited to meter relocations and meter changes. Contacts other departments to coordinate and expedite the installation of service lines and metering equipment. Coordinates with customers when appliance or equipment additions or deletions are anticipated to determine if any changes in gas delivery or metering facilities are necessary.

Coordinates with contractors to assess the size and location of meters, meter manifolds and service lines for residential, commercial, and industrial accounts. Makes periodic inspections at construction sites to ensure that contractors or plumbers are complying with Dominion Energy Ohio (DEO) specifications as to proper installation of services and house lines.

Operates data entry devices associated with premise service orders. 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, both electronic and hard copy documents and reports. May assist with other projects or programs as needed. May perform site assessments, prepare sketches, take pictures, measurements, and other related tasks as assigned to support various program(s) and/or project(s).

Qualifications:

- Must pass a qualifying test.
- Must have satisfactorily performed all of the duties associated with the Field Service Construction Technician A job title.
- Must be able to communicate diplomatically with residential, commercial, and industrial customers.
- Must be able to work and cooperate with other departments and contractors.
- Must maintain a valid vehicle operator's license.
- Must be willing to work overtime (unplanned weekday and Saturday) as needed to support the project goals and customer needs and have an acceptable work and attendance record.
- Must pass and maintain required Operator Qualifications (OQs) and training for the Field Service Construction Specialist A position.
- Must have basic computer and math skills.
- Must have good communication skills (written and verbal).
- Must have an understanding of Company Standard Operating Procedures.
- An awareness of State and Federal regulations as they pertain to the installation and construction of pipeline systems.

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- Must be capable of operating the necessary tools and equipment for the Field Service Construction Specialist A job title.

Typical Duties

- Performs meter move assessments and develop field reports for construction projects.
- Verifies and documents service line and house line tests.
- May verify and collect documentation of Contractor OQs.
- Participates in or conducts Pre-Job Briefings with Contractors and Company personnel
- Completes necessary paperwork. Inputs data into company record keeping systems as required.
- Provides information and direction to others regarding company facilities.
- Coordinates meter move activities with Customers, Contractors, and Company personnel on Company projects utilizing engineering records, customer service line and meter records, field book and mapping information; etc.
- Locates underground Company facilities for contractors and others working within the DEO service territory.
- Resolves customer issues related to moving the meter.
- Performs residential, commercial, and large commercial turn-offs, turn-ons, and light-ups in conjunction with the MMOP/PIR Project.
- Performs other duties, as directed within the Field Service Construction Specialist & Technician job family.

Working Conditions

- Work is performed in all weather conditions and environments including high traffic urban areas as well as rural off-road areas. Some office work is required.
- This is a safety-sensitive position subject to random drug and alcohol testing. May be assigned to work across geographic boundaries within the entire DEO service territory.
- Overnight stays may be required.