

Field Service Construction Technician 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. May lead, direct, and assign 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 experience with some or all of the following:
 - The inspection of service lines, including the completion of all associated Company records and documentation.
 - The installation of service lines.
 - The turn on process of residential and small commercial natural gas appliances.
 - Locating of Company facilities utilizing Company records and line locating equipment.
- 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 Technician A position.
- Must have basic computer and math skills.
- Must have good communication skills (written and verbal).

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- Must understand Company Standard Operating Procedures.
- Must have an awareness of State and Federal regulations as they pertain to the installation and construction of pipeline systems.
- Must be capable of operating the necessary tools and equipment for the Field Service Construction Technician A job title.

Typical Duties

- Learns to and performs meter move assessments and develops field reports for construction projects.
- Verifies and documents service line and house line tests.
- Learns to and performs verification and collection of documentation of Contractor OQs
- Participates in and/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.
- Learns to and performs the coordination of 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.
- Learns to and performs the locating of underground Company facilities for Contractors and others working within the DEO service territory.
- Resolves Customer issues related to moving the meter.
- Learns to and performs residential and commercial turn-offs, turn-ons, and light-ups in conjunction with the MMOP/PIR Project.
- Learns to perform 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 Technician A job title.

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.

Progression

Employees in the Field Service Construction Technician A job title may be promoted to the Field Service Construction Specialist A job title. The standard time for promotion is 12 months after moving into the position. However, promotion is not guaranteed at 12 months. Also, promotion may occur sooner, but no earlier than ninety (90) working days. Promotions will be based on qualifications, having demonstrated the ability to perform all the functions of Field Service Construction Technician A job title, business need as determined in the company's discretion, and a recommendation by local management.