

**MAJOR FUNCTION**

This is skilled work supervising industry qualified Gas Utility Technicians who perform the physical tasks in construction, operation, and maintenance of the City's natural gas distribution system and its meters. Incumbents must be thoroughly knowledgeable of natural gas, the facilities, systems, and services provided by the City's Gas Utility, as they are often the first contact for customers and other citizens who are impacted by their work. Incumbents are also responsible for developing and presenting classroom training to Career Progression Program participants. Moderate decision-making responsibilities require incumbents to exercise discretion and independent judgment. Work is performed under the general supervision of a higher-level supervisor and is reviewed through observations, inspections and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Effectively plans and lays out work for technicians to meet timelines and productivity goals after consultation with supervisor regarding non-routine matters. Operates a computer for work order review, assignment, and completion. Supervises technicians in physical, skilled, and technical construction activities in the maintenance and repair of gas distribution facilities, systems, and meters. Ensures that existing utilities have been located and marked appropriately and all required permits are on hand, as is applicable. Obtains necessary materials and supplies for current jobs and places special orders for "hard-to-get" or back-ordered materials and supplies. Enforces safety precautions for the protection of assigned crew, the environment, and the public. Instructs new employees in the general and subject specific elements of natural gas transmission, distribution, and metering. Responds under emergency conditions and performs after normal working hours on-call and/or standby duty and coordinates this schedule for assigned employees. Supervises the use of hand tools, power tools, pressure gauges, and/or electronic equipment, which may include locators and leak technician detection devices to perform a variety of tasks in the gas utility systems. Reads/interprets geographical information systems (GIS) data and directs the maintenance, repair, installation and/or troubleshooting on gas meters, gas and water valves, meter boxes, and other associated gas utility components, as is applicable. Directs assigned crew members in technical labor such as setting meters, building meter and regulator sets, raising valve boxes, and installation and maintenance of natural gas piping systems. Develops and presents classroom training to Career Progression Program participants designed to teach the proper techniques and procedures that meet the department's minimum standards and meet the requirements of oversight and regulatory bodies. Operates all equipment assigned to crew and ensures equipment is in proper working order. Coaches crew members in the knowledge skills and abilities to become more proficient in a variety of natural gas construction and maintenance activities. Demonstrates and conveys enthusiasm and a positive attitude in achieving organizational goals and priorities. Directly communicates with customers on any service related issues that may determine how the issues may be resolved or if it is within the utility's capabilities to resolve the issue. Makes referrals to supervisor, if needed. Performs field investigations at the request of Customer Account Services or customers to resolve issues such as high consumption complaints. Keeps accurate time and work records. Completes performance evaluations for assigned crew. Serves on selection panels and makes recommendations for hire. Performs other related work as required.

**Other Important Job Duties**

Creates and maintains written procedures for assigned tasks. Recommends development and training opportunities for supervised staff and coordinates staff's attendance at same to insure uninterrupted workflow. May serve on Career Progression evaluation panels. Attends general training and continuing education sessions. Performs other related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of occupational hazards and accident prevention methods in assigned area of responsibility. Thorough knowledge of natural gas distribution and operations and metering work. Ability to communicate effectively, both orally and in writing. Ability to operate work related equipment. Ability to work effectively with co-workers and the general public. Ability to operate a computer and related programs and applications necessary for successful job performance. Ability to work in an environment that may include extreme heat and confined areas, hazardous conditions, noxious chemicals, and exposure to prolonged high noise. Ability to take charge in emergency situations and maintain control until relieved by management. Ability to plan, organize, assign, and review the work of subordinates and provide proper instructions in a manner conducive to improve morale and full engagement. Ability to use respiratory protection equipment in compliance with OSHA regulations. Ability to understand and transmit oral and written instructions and to read working diagrams, GIS data, sketches, and simple blueprints. Ability to prepare simple reports and keep accurate records.

**Minimum Training & Experience**

Possession of a high school diploma or an equivalent recognized certificate and four years of skilled level experience in utility construction, operation, or distribution; or three years of experience connecting and disconnecting gas, electric or water utilities or in utility metering operations; or an equivalent combination of training and experience. At least six months of the required experience must have been serving as a lead worker on a crew or as crew leader.

**Necessary Special Requirements**

Must possess current Operator Qualifications for Gas Utility issued by Energy WorldNet or other approved provider, as a condition of continued employment.

For designated positions assigned to this job classification, must possess a valid Class A State Commercial Driver's License (CDL) at the time of appointment, and maintain same as a condition of continued employment.

Established: 02-01-18

Revised: 06-17-24