



UNION JOB DESCRIPTION

TITLE: Lead Meter Deployment Technician

DEFINITION:

Serves as Lead for Meter Deployment Technicians (MDT) performing electric meter replacements throughout Snohomish County PUD's Service territory to support the Connect Up project. Using a District vehicle, tools, devices and related software, the Lead MDT locates equipment and performs electric meter replacements. In addition, the Lead will provide training and support for MDT's while fostering a high level of safety and productivity. Follows predetermined routes on handheld devices and utilizes technology to document all processes. Checks for and reports unsafe or irregular conditions of related equipment. Communicates intended work with customers and supports MDT to resolve issues in the field. Troubleshoots and escalates various issues accordingly.

The Lead Meter Deployment Technician position shall be filled through a joint collaborative interview process. The interview team will be comprised of an equal number of management and represented members. Represented members for the interview team will be selection of the IBEW.

ESSENTIAL JOB FUNCTIONS:

1. Perform all related work under the direction of the Meter Deployment Superintendent.
2. Lead a team of approximately ten (10) MDT's performing meter exchanges.
3. Monitors progress and installation rates of team members and provides feedback and coaching when necessary.
4. Provide training and support for MDT 1 & 2 in all aspects of work.
5. Uses District vehicle, tools, and personal protective equipment to replace single phase electric meters.
6. Accurately document all work being done using provided handheld phone/device utilizing related apps and software.
7. Positive and professional interaction with customers, co-workers, and the public.
8. Use basic computer software.
9. Work well independently and with a team as assigned.
10. Use sound judgement to assess work environment for unsafe conditions.
11. Meets daily installation goals to support the District Connect Up Program.
12. Efficiently navigate multiple simultaneous issues in the field and delegate as needed.

OTHER JOB FUNCTIONS:

1. Assist with coaching and/or retraining when necessary.
2. Respond to and process escalations from MDT and follow procedures for completeness.
3. Responsible for end-to-end repair process with internal and external contacts.
4. Responsible for near-term planning and scheduling of mass exchanges.

5. Responsible for ensuring appointments are met or rescheduled as needed.
6. Lead daily tailboard.
7. Act as conduit to Superintendent.
8. Performs other associated duties assigned.
9. Must be organized and self-sufficient.
10. Must be able to work well as a leader, with a team and independently.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Verbal and written communication requirements.
- Analytical and problem-solving techniques.
- Leadership techniques.
- Training techniques.
- Interpersonal techniques.
- Mass deployment procedures
- End-to-end escalation process
- ProField Onsite iOS application (proficient)
- Electric revenue meter replacements (proficient)

Ability to:

- Accurately identify service, socket damage and possible dangerous conditions prior to removal.
- Read a map and utilize GIS system to locate addresses, meters, etc.
- Troubleshoot safe access issues along with problematic installations.
- Make simple calculations.
- Physically perform duties of both the MDT and Lead MDT jobs (including, but not limited to walking, standing, crawling, bending, twisting, or stooping for extended periods of time).
- Lift and move up to 50 pounds.
- Learn and change a flat tire; learn and install chains.
- Learn and follow safety guidelines.
- Complete assigned route within time frames set forth in Departmental guidelines.
- Communicate and deal effectively and courteously with customers and the public.
- Adjust to varying workload demands.
- Work independently.
- Drive a District vehicle.
- Accurately and quickly read and register numbers.
- Train co-workers.
- Lead and give work direction to co-workers.
- Use District computer systems/software systems.
- Use the District's grid and other associated systems to locate District equipment.

Education/Experience:

- High school diploma or equivalent.
- One (1) year experience in a lead or supervisory role.

License, Certification and/or Testing:

- Valid Washington State Driver's License, with good driving record.
- Obtain CPR First Aid card within one (1) year of job start date.
- Successful completion of a joint collaborative interview process.

PREFERRED QUALIFICATIONS:

- Previous work experience in field related to utilities or low volt electrical.
- Previous work experience installing or testing electric meters.
- Experience with various technology related to computer, smart phones with various software and applications.
- Knowledge of scheduling and dispatching.
- Customer relations techniques.
- Supervisory or leadership roles.

WORKING CONDITIONS:

- Work is performed in the field and in all types of weather conditions and varying terrain that include construction sites and work near energized equipment and conductors.
- Required to walk, stand, crawl, climb, bend, twist, turn or stoop for extended periods of time.
- Required to drive a District vehicle each day and maybe required to drive for durations lasting up to 2 hours or more.
- Required to get in and out of the vehicle frequently during the day.
- Incumbent risks physical hazard from varying weather conditions, uneven terrain, traffic, encounters with dogs/other animals, insects or with abusive customers.
- Required to work in potentially hazardous environments such as near energized equipment, construction areas, or dark basements.
- Requires use of 6-foot step ladder
- Must be able to lift and move up to 50 pounds.