**UNION JOB DESCRIPTION**

**TITLE: Field Technician**

DEFINITION:

Locates, reads and records readings of utility meters for residential and commercial customers as needed due to customer Advanced Metering Infrastructure (AMI) opt-outs, District verification needs, or non-connecting/connected meters. Inspects and reports unsafe or irregular conditions at service locations and reports defective meters; noting meters which cannot be read or accessed for follow-up. Performs turn on and turn offs for AMI opt-out customers and otherwise offline meters.

DISTINGUISHING CHARACTERISTICS:

This position is a step progression position. Progression to each pay step is contingent upon meeting time requirements along with meeting and maintaining departmental standards.

The Field Technician position requires successful completion of 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 selected by the IBEW Leadership.

BASIC RESPONSIBILITIES:

1. Uses safest means, including walking or driving, to locate and read residential and commercial meters and other equipment (such as area lights, etc)
2. Records and enters readings into a PUD device as required
3. Performs inspections of meters that cannot be read, are unsafe, missing, leaking, tampered with or malfunctioning, addressing discrepancies, and report as appropriate. This also includes site hazards such as, but not limited to, low service line, damaged service, damaged weather head; broken or leaning meter base, broken or pulling conduit, no lights in Meter rooms, damaged locks or missing seals
4. Performs periodic inspections for access on site and report access issues from things such as locked gates, new construction, debris, garbage, and foliage
5. Physically disconnects and reconnects AMI opted out customers as required
6. Complete and leave doorknob tags when necessary. (Access Issues, No Load, Conversion to AMI tags, Handwritten Urgent Notices, etc.)
7. Determines most efficient route to locate and access geographically dispersed meters without a designated route
8. Completes assigned work within established timeframes set forth in departmental guidelines
9. Receives and reports of inquiries from customers concerning service-related issues to appropriate District staff and/or provides customers with appropriate PUD contact information

OTHER RESPONSIBILITIES:

1. Installs chains and/or changes flat tire as necessary. Contacts appropriate PUD staff for assistance as appropriate
2. Participates in various District committees and/or projects
3. Delivers and collects PUD documents to customers door
4. Performs other associated duties as assigned

MINIMUM QUALIFICATIONS:

Knowledge of:

- Customer communications and deescalation techniques
- Basic mathematics

Ability to:

- Lift and move up to 50 pounds
- Read a map and utilize GPS location/mapping tools
- Learn and use the District's grid and other associated systems to locate District equipment.
- Accurately and quickly read and register numbers
- Make simple calculations
- Physically perform duties of the job (including, but not limited to walking, standing, crawling, bending, twisting, overhead motion or stooping for extended periods of time)
- Work in varying types of weather conditions and on varying types of terrain
- 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 general public.
- Read meters from long distances with the aid of a scope
- Work independently
- Drive a District vehicle safely and distraction free

Education/Experience:

- High school diploma or equivalent

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 the following testing process (Note: the testing process is sequential and applicants/bidders must pass each of the preceding steps to be eligible to move to the next step in the testing process):
  (a) Pass District Meter Reading cognitive test with a 75% passing score
  (b) Pass District Driving Test
  (c) Pass a joint collaborative interview process
  (d) Pass pre-placement physical exam (to be done after verbal job offer)
  (e) Pass safety training for pulling hot sockets, PPE training, and ride along with Lead and Manager for certification (after hire)

<u>WORKING CONDITIONS:</u>

- Work is performed in an outdoor environment in varied and severe weather conditions and on all types of terrain
- Required to walk, stand, crawl, climb, bend, twist, turn or stoop for extended periods of time and varying surfaces.
- Must be able to move up to 50 pounds. This includes lifting and pulling overhead and requires a full range of shoulder motion
- Required to drive a District vehicle each day and may be 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 high voltage equipment, construction areas, or dark basements