

Utility Meter & Appliance Technician

SUMMARY/PURPOSE

This position is responsible for servicing gas appliances, water and gas meters, investigating gas odor and CO calls, ensuring the efficient and safe operation of essential utilities. Responsibilities include visiting residential, commercial, and industrial properties, conducting routine maintenance, troubleshooting complex issues, and ensuring safety and functionality for a diverse range of utility customers.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Inspect, diagnose, maintain, repair and adjust electrical or mechanical gas-fired equipment and appliances in accordance with all applicable codes and ordinances to ensure safe and efficient operation.
2. Perform wet and dry repairs, part replacement, combustion analysis and programming updates to boilers and hydronic systems.
3. Respond to gas and CO emergencies, assess severity, establish incident command, communicate with Dispatch, collaborate with Fire, Police, Engineering, and Utility Operations to ensure safety and protect life and property.
4. Conduct follow up on above and below ground gas leak repairs, confirming that repairs have been made properly and there is no longer gas present.
5. Respond to and resolve service and emergency calls in residences and businesses, which occasionally may result in encountering dangerous pets, unsanitary conditions and dissatisfied customers.
6. Perform gas leak detection survey work, troubleshoot hard-to-find gas leaks using gas detection equipment, classify leaks, make and maintain electronic records on GIS and schedule relights.
7. Repair, maintain, and calibrate carbon monoxide, oxygen, and hydrogen sulfide meters and other gas detection devices.
8. Collect and record consumption data from gas and water meters.
9. Select proper temperature compensating units and install proper gearing and O-rings in gas meters.
10. Cut, fit, thread, and tap pipes and set gas pressure at work sites.
11. Install and test diaphragms, orifices, springs, and pilots of regulators and reliefs.
12. Determine location of and operate water curb boxes and gas riser shut-offs.
13. Perform installations, troubleshoot, and make repairs to remote read systems.
14. Test pipes, fittings, and equipment, and maintain testing records according to regulatory agency requirements.
15. Safely enter utility vaults using confined space procedures, monitor H₂S, O₂, CO and natural gas levels, and ventilate and dewater as necessary.
16. Restore and shut off services, conduct flow tests and inspect for leaks on the service line to determine integrity of pipe and location of leak.
17. Deliver time-sensitive correspondence and collect credit payments in person.

18. Maintain an accurate running parts inventory of materials needed to operate the gas and water distribution systems.
19. Inspect new furnace and boiler installations within our gas distribution system.
20. Perform conversions of gas-fired equipment between LP (propane) and natural gas.
21. Investigate and determine cause(s) of anomalies and discrepancies with water and gas bills.
22. Program and document the calibration of gas and water meters using testing equipment. Generate relevant reports and upkeep inspection forms as necessary.
23. Perform work to thaw water services as needed.
24. Perform work to connect, disconnect and remove overland lines.
25. Attend mandatory in-house and manufacturer training sessions to stay updated on industry-standard practices for repair and maintenance.
26. Perform installation, inspection, diagnosing, maintenance, repair, adjustments and removals of water meters, gas meters, regulators, and reliefs.
27. Provide excellent customer service and communicate effectively with members of the public, including face-to-face and in-home contact.
28. Use proper safety equipment to work in hazardous conditions such as exposure to asbestos, confined entry, raw sewage, animal feces and used needles.
29. Inspect house side water services for material type and maintain records of results.
30. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
31. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of four (4) years of related education and/or full-time, verifiable professional experience, which demonstrates possession of the following knowledge, skill, and ability requirements.
 - B. Experience with skilled diagnostic and service work on gas-fired equipment, or general water and gas service is highly preferred.
 - C. Completion of an On the Job Training (OJT) program which includes OJT, college courses, manufacturer training and viable work history shall be completed within four years and will be reviewed by the supervising authority.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
 - B. Acquire and maintain OQ (Operator Qualification) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within one (1) year of hire.
3. Knowledge Requirements
 - A. Knowledge of the principles, methods, equipment, and materials used in water and gas utility service work, gas venting, and gas plumbing repairs.
 - B. Knowledge of usability testing of water and gas lines.
 - C. Knowledge of applicable safety precautions and safe work methods.
 - D. Basic knowledge of State and City codes for plumbing, wiring, and venting.
 - E. Knowledge of manufacturer codes and procedures.
 - F. Knowledge of situational de-escalation techniques when working with the public.

- G. Knowledge of problem-solving and conflict-resolution techniques.
 - H. Knowledge of applicable safety requirements.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skill in diagnosing and repairing water and gas service problems.
 - B. Skill in using hand and power tools.
 - C. Skill in talking to others to convey information effectively.
 - D. Skill in operation of technical equipment and detection devices.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing one's own time.
 - G. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to obtain knowledge of the principles, methods, equipment, and materials used in gas equipment repair.
 - B. Ability to maintain assigned tools and keep equipment in a safe and proper working condition.
 - C. Ability to read schematic drawings and ladder diagrams.
 - D. Ability to diagnose electrical and mechanical malfunctions.
 - E. Ability to operate motorized equipment in inclement weather and ensure vehicle maintenance.
 - F. Ability to instruct and mentor new employees.
 - G. Ability to develop and maintain effective working relationships with co-workers and the public.
 - H. Ability to read and interpret tools such as electronic multimeter, ruler, pipe locator, etc.
 - I. Ability to handle difficult and stressful situations with professional composure.
 - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - J. Ability to communicate and interact effectively with members of the public.
 - K. Ability to communicate effectively both orally and in writing.
 - L. Ability to understand and follow instructions.
 - M. Ability to problem-solve a variety of situations.
 - N. Ability to set priorities and complete assignments on time.
 - O. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

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