

Field Services Tech

Job Title: Field Services Tech

Department: Operations

Reports To: Operations Manager or Assigned Supervisor

FLSA Status: Full-Time Non-Exempt

Job Function

Works independently to install, remove, connect and disconnect and provide maintenance on meters as directed. Performs locates and Geographical Information System (GIS) inventorying of the system as well as assists with diagnostic and light maintenance on system. Represents Elkhorn Rural Public Power District to customers.

Essential Functions and Duties

1. Observes and practices all safety rules and regulations.
2. Connects and disconnects meters and makes minor repairs to or replaces the meter socket as directed by service orders, supervisor or area office personnel.
3. Collects delinquent accounts and connects or disconnects meters as directed and submits all money collected and appropriate receipts to a Customer Service Representative (CSR).
4. Observes and reports changes in customer locations, meter tampering, power diversion and other irregularities or illegal activities.
5. Patrols line as appropriate and reports to the proper departments on such matters as power outages, low voltage, security light outages, system maintenance needs or hazardous conditions on the system, etc.
6. Operates Geographical Information System equipment to log and inventory power lines consisting of poles, wires, meters and framing.
7. Performs locates as directed and underground facilities inspections when appropriate.
8. Performs monthly substation inspections.
9. Assists meter department and warehouse as needed.
10. Assists line crews as groundworker as needed.
11. Operates a drone for line maintenance.
12. Maintains vehicle to assure it is serviceable and clean at all times.
13. Performs any other duties assigned in order to fulfill the objectives of the district.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities required of personnel in this position.

Competencies

1. Communication Proficiency
2. Self-directed/motivated
3. Customer Focus
4. Problem Solving/Analysis
5. Decision Making

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate degree (A.A.) or equivalent from a two-year college and one-year related experience (electrical or utility line) and/or training; or equivalent combination of education and experience.

Communication Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak professionally and effectively, individually and in groups with customers or employees. Ability to foster a supportive communication environment: active listener, problem solution orientation, collaborative, calm demeanor, and being honest.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals

Reasoning Ability

Ability to carry out instructions furnished in written, oral, or diagram form. Ability to define problems and viable solutions. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Basic knowledge of computer operations to include spreadsheet and word processor applications, as well as district computer applications.

Certificates, Licenses, Registrations (have or be able to obtain)

- Current valid Nebraska Driver's License.
- CPR and First Aid Certification
- Current valid Drone Operators License

Other Skills and Abilities

1. Self-motivated and works with minimal supervision.
2. Maintains accurate records and documentation.
3. Knowledge of District territory and standards applying to employee’s work

Other Requirements

1. Must be available for planned and emergency overtime as required.
2. Must live within a reasonable distance of reporting site.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit for periods of time; stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk and hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is exposed to outside weather conditions, uneven and obstructed walking surfaces and risk of electrical shock. The noise level in the work environment is usually moderate.

Employee Signature

Date

HR/Supervisor Signature

Date