



JOB DESCRIPTION

Job Title: Service Technician
Department: GMSA
Classification: Non-Exempt
Safety Sensitive
Pay Grade: Grade 7
Pay Range:

<u>Minimum</u>	<u>Midpoint</u>	<u>Maximum</u>
\$25,744	\$32,163	\$41,191

Reports to: Utility Office Manager
Date Updated: September 2019

SUMMARY

Under the supervision of the Utility Office Manager, Service Technician performs responsible duties by doing all service orders for GMSA. The employee will check for leaks, flush hydrants, read meters and be the backup for the AMR Technician.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Complete all service orders for GMSA
- Process service orders on computer
- Check for leaks and notify customers
- Flush hydrants
- Reads water & gas meters
- Customer Service
- Program, Install\Replace & Maintenance of the AMRs
- Prompt and regular attendance is required for this position.

PERIPHERAL DUTIES

- Makes appropriate decisions for proper customer service
- Helps subordinates accomplish tasks, as needed
- Abides by all standards, conduct and policies, as stated in the Personnel Policy and Procedures Manual

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

SAFETY SENSITIVE POSITION

This position is a 'Safety Sensitive' position as defined by the United States Department of Transportation and alcohol testing regulations, the Oklahoma Standards for Workplace Drug and Alcohol Testing Act and/or Oklahoma Medical Marijuana laws. As a "Safety Sensitive" classification, you will be subject to drug and alcohol testing, including random testing. Marijuana is one of the substances included in the drug panel screening. Possession of a Medical Marijuana License will not excuse you from the testing process, or the consequences of testing positive for marijuana.

This position performs the following 'Safety Sensitive' Duties:

- Operation of motor vehicles; other vehicles, equipment, machinery or power tools;
- Operation, maintenance or oversight of critical services and infrastructure including but not limited to electric, gas, and water utilities.

QUALIFICATIONS

Education, Licensure, or Certification

- High School Diploma or GED
- Class D Water & Wastewater License
- 12 months allowed to obtain certification

Experience, Specialized Knowledge, and Other Requirements

- Experience in reading gas and water meters
- Customer Service Experience

Knowledge, Skills and Abilities – With or without accommodations

Knowledge

- Basic math skills
- Basic computer skills

Physical

- Has ability to perform physical activities such as, standing, walking, shoveling, kneeling and sitting for long periods of time.
- Ability to lift and carry heavy loads
- Ability to work in all weather conditions
- Has normal eyesight and depth perception, with or without correction
- Hears normal tones, with or without correction
- Has ability to work within environment described below

Cognitive

- Ability to listen, understand, read, write and communicate information
- Ability to follow rules and regulations of GMSA
- Ability to use logic and reasoning to identify appropriate solutions or approaches to problems

The physical and cognitive 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.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works outside in all weather conditions. The employee regularly walks, stands, sits, kneels and shovels for extended periods of time.

SUMMARY

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand my duties described above, and I am aware my position is classified as a Safety Sensitive position and I am subject to Random Drug Screening.

Employee

Date