

UTILITY SERVICE WORKER

JOB DESCRIPTION

Classification Responsibilities: The Utility Service Worker is a trainee class in which the incumbent learns to perform specialized utility service work which involves maintaining, installing, and field repairing of gas, and investigating customer gas complaints, damaged gas service lines, mains, and meters, and to properly identify gas abnormal operating conditions through a structured on-the-job training program. Initially an incumbent in this class observes a Utility Service Specialist and/or Utility Service Field Supervisor performing daily activities and assists in performing entry-level customer service work. Assigned tasks increase in scope and difficulty as the incumbent demonstrates the ability to perform the full-range of Utility Service Specialist duties. This class performs related duties as required.

Distinguishing Features: As training progresses, the Utility Service Worker is expected to exercise good judgment in responding to routine and emergency gas requests involving considerable public contact exposure. Work is performed under adverse weather conditions and the hazardous conditions associated with natural gas. Incumbents are required to use appropriate safety equipment and follow safety procedures in performing assignments, and must be willing to work overtime as required. This class is supervised by a Utility Service Field Supervisor through observation of work in progress and discussion regarding work habits, skill level, and related work behaviors. Employees in this class can progress to the Utility Service Specialist class by non-competitive, criteria-based promotion after successful completion of required coursework, on-the-job training, and achievement of satisfactory performance appraisals. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to high school graduation or GED. Two years of working experience in the maintenance and repair of natural gas utility.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Must possess a Self-Contained Breathing Apparatus (SCBA) certification by hire date. Must be able to successfully complete City of Mesa's operator qualification requirements within six months of hire date and must retain qualification throughout employment in order to work on the City of Mesa's natural gas system. Must reside no more than 18 miles from the assigned utility service reporting station (for example, West side, East side, or Magma) within one year of hire date.

Substance Abuse Testing. This class is subject to Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 199.

Preferred/Desirable Qualifications. Experience in the maintenance of natural gas utilities is preferred. Supplemental courses in the utility construction and/or utility technology fields with minor-level personal computer skills are desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with contractors, other City employees, and the general public in completing work assignments, and during utility-related emergencies. Advises the customer of conditions that do not meet code. Completes appropriate paperwork and forms such as: meter repair orders, customer contact reports, gas repair and outage forms, and pressure recorder charts.

Manual/Physical: Operates a one-ton service vehicle requiring a standard Arizona Driver's License to drive to and from job sites to respond to emergencies. Responds to fires requiring gas turn-offs. Hazard tags unsafe and hazardous appliances. Updates plat and quarter section books. Locates main valves. Maintains a stock of supplies used in the installation and repair of residential gas meters and service lines and being able to identify abnormal operating conditions. Uses common hand tools such as: pipe wrench, pliers, channel locks, wire cutters, pin extractor, meter grabber, shovel, spade, etc. Sets up barricades and traffic cones to direct traffic away from emergencies. Works with paints. Climbs ladders to reach roof and attic furnaces. Detects hazardous situations such as natural gas leaks, and traffic sounds when working near moving traffic. Learns to: investigate and repair gas leaks on mains, on City and customer systems; correct or discontinue customer gas service due to unsafe conditions; replace leaking and damaged gas meters and regulators; change-out gas valves while pressurized; and use gas search instruments and leak detection fluids. Learns to: perform upgrades, exchanges, and minor repairs on gas; and repair and replace pipes, fittings, and valves. Learns to: lock off inactive meters and services; relocate gas residential meters; insulate gas meters to ensure cathodic protection of the utility system; check methane odor to ensure proper ventilation; light and adjust the pilot on all appliances; check for carbon monoxide leakage from burner box and vent pipe; troubleshoot appliance problems and make necessary repairs; assist the fire inspector during fire hood inspections by checking appliances and fire hood for code violations; and perform after-hours gas inspections on new gas lines and repairs. The use of a SCBA is required when securing blowing gas or responding to potentially hazardous conditions as a training exercise or in a real scenario, and entering a vault or excavation where a hazardous atmosphere exists or potential to be exposed to a hazardous atmospheric environment. Meets scheduling and attendance requirements.

Mental: Comprehends construction plans. Prioritizes own work. Completes appropriate paperwork and forms such as customer information system service orders, meter repair orders, gas repair and outage forms, and pressure recorder charts. Identifies "blue stake" markings and electrical wire at gas appliances. Learns to: use plat books and other mapping systems for locating main valves; determine the cause of a leak and unsafe condition; evaluate the cause of excessive fuel bills, gas pressure, electric shorts, and outage problems; and resolve problems at the customer's request, or resolve those problems caused by gas service interruption. Self-starts, and is able to thoroughly think field processes through to the end result. Prioritizes in protecting life, property, and the environment in all associated duties within the scope of the City of Mesa Utilities operations.

Knowledge and Abilities:

Knowledge of:

gas meters, gas appliances, pressure regulators, relief valves, and other apparatus used in the delivery of natural gas;
the International Fuel Gas Codes and City codes and procedures relating to gas repairs, pipe, fittings and appliances;

the safety equipment and procedures used when working on natural gas lines;
the methods, materials, and equipment used in the installation, construction, and repair of gas utilities;
and
the meters, appliances, regulators, relief valves, and other apparatus used in the delivery of utilities.

Ability to:

effectively express ideas to others both verbally and in writing;
write or print legibly;
maintain City uniform and personal appearance in order to be presentable to customers and the general public;
investigate gas leaks on mains, services, and City and customer systems;
prioritize work assignments on a daily basis on severity of the problem, potential danger to the public, potential loss to the City, and other pertinent factors;
determine the cause of a leak and repair or advise the appropriate party;
effectively express ideas to others, both orally and in writing;
establish and maintain effective working relationships with management, coworkers, and the general public;
understand federal, state, and City codes and procedures related to the safe operations of the utilities;
follow established procedures for installing, maintaining, and repairing gas utility service; and
perform all the physical requirements of the class.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 53-200

PAY GRADE: 48

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