

## UTILITY SERVICE SPECIALIST

### JOB DESCRIPTION

**Classification Responsibilities:** The Utility Service Specialist is a first responder, whose primary job responsibility is to respond to, evaluate, investigate, secure, and repair, if possible, potential scenarios associated with emergency response in the natural gas distribution systems. An employee of this class analyzes utility problems and determines immediate and time sensitive corrective actions. The employee performs a variety of specialized utility service work in the installation, maintenance, and repair of gas services and pressure regulating equipment, including diagnoses of problems with regulating and metering equipment. The responsibilities to maintain, calibrate, and properly use specialized electronic equipment is required. Acts in a supervisory capacity as the supervisor in charge during response to gas emergencies, and wears a Self-Contained Breathing Apparatus (SCBA) to enter potential hazardous gas atmospheres to secure uncontrolled blowing gas. Enforces the specifications and standards for the natural gas distribution system by performing leak searches, cathodic protection, corrosion control activities, and completing regulatory documentation. Work is performed in accordance with Department of Transportation (DOT), Code of Federal Regulations, Arizona Corporation Commission (ACC), International Fuel Gas Code, City of Mesa, and departmental policies when responding to customer requests for gas utility service. An employee of this class performs specialized gas service activities in the installation and maintenance of residential, commercial and industrial meters, and in the construction, repair, and maintenance of district regulator stations. The position performs related work as required.

**Distinguishing Features:** A Utility Service Specialist works in a wide range of technical tasks (i.e. sizing loads, repairing regulators, and calibrating recorders for precise pressure measurement). During emergency situations such as main line breaks, explosions, blowing gas, and acts of terrorism attempts which possess a threat to the utility. The Utility Service Specialist uses independent judgment to secure the problem and make critical decisions without endangering life, property, and the environment, and works under hazardous conditions associated with high-pressure natural gas up to 600 psi. Employees of this class are subject to stand-by and emergency call-out during off-duty hours, and may be assigned to shifts including nights, weekends, and holidays. Work is performed under adverse weather conditions, and the hazardous conditions associated with natural gas and toxic chemicals relating to natural gas by-products. Employees are required to use and maintain appropriate safety equipment and personal protective equipment, following safety procedures in performing assignments. This class differs from the Utility Service Worker class by requiring a greater knowledge of departmental policies, procedures, and methods, and performing a wider variety of skilled tasks. A Utility Service Specialist reports to a Utility Service Field Supervisor who reviews work through meetings, conferences, spot check observation, reports regarding volume, quality and timeliness of work performed, and overall results achieved. 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. Considerable (3 - 5 years) full-time employment in the maintenance and repair of natural gas utility services OR one year of full-time employment with the City of Mesa as a Utility Service Worker.

**Special Requirements.** Employees in this class are subject to be SCBA certified in responding to gas emergencies (*by assignment*). Must meet the qualifications to wear a tight fitting respirator by passing a medical evaluation in accordance with Code of Federal Regulations (CFR) 1910.134 by hire or promotion date, and must maintain certification (*by assignment*). Must possess a valid Arizona Driver's License by hire or promotion date. Must be able to successfully complete City of Mesa's operator qualification requirements within six months of hire date. Must successfully complete the Self-Study Course for natural gas distribution administered by Energy Resources by promotion date. Must reside in the Mesa Utility Service call-out area (example: within an 18-mile radius of Main Street and Center Street intersection) within one year of hire or promotion date.

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

**Preferred/Desirable Qualifications.** Supplemental courses in the utility construction and/or utility technology fields with minor-level personal computer (PC) skills are desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Educates the public on characteristics and safety of natural gas and promotes the use of natural gas for City of Mesa customers. Communicates directly with the general public, homeowners, other City employees, management, contractors, and public officials during emergency response conditions, which requires precise and authenticated information and data to be conveyed and or documented for record. Also communicates in order to complete sensitive assigned tasks such as issuing hazardous tag warnings, and/or locking off City of Mesa utilities due to delinquencies or unsafe operating conditions; natural gas meter sets; gas leak search; building and plumbing code enforcement; and varied utility-related emergencies. Employees of this class assist in project management activities such as coordinating with contractors, homeowners, and City engineers to facilitate work progress and on-site changes that accommodate field conditions not anticipated in the design stages. Maintains appropriate records and forms on gas meters and regulator stations to comply with ACC and DOT requirements. Prepares written documents, customer information system service orders, customer contacts, leak reports, and meter repair forms clearly and properly to document work performed. Completes paperwork and forms such as meter repair orders, gas repair and outage forms, and pressure recorder charts. Documented records from this employee class are subject to legal proceedings and stored as legal documents in reference to Title 49 of the CFR Part 192.

**Manual/Physical:** Investigates, corrects, or discontinues gas service due to unsafe conditions. Investigates gas leaks on mains, services, and City and customer systems. Reviews the work products of others to ensure compliance with standard operating procedures, City, state and federal regulations. Inspects, monitors, and evaluates gas piping and appliances to determine compliance with prescribed operating and safety standards. Troubleshoots appliance problems and makes necessary repairs to resolve problems caused by gas interruption and upon customer's request. Detects natural gas leaks and

replaces leaking and damaged gas meters and regulators. Operates a one-ton service vehicle requiring a standard Arizona Driver's License to drive to and from job sites and to respond to emergencies. Uses common and specialized hand tools to set and remove gas meters. Tests, disassembles, and repairs gas piping and appliances. Sets up and/or removes barricades or traffic cones to secure gas leak areas. Secures perimeters, which pose a direct or potential hazard to life and property in the case of a gas emergency including working directly with Mesa Police and Fire and Medical Department Command. Cleans work area and service vehicle. Works with primer and paints using normal protective equipment to paint gas meters and piping in consideration to maintaining proper corrosion control methods. Works in a variety of weather conditions while performing normal job duties such as gas sets and emergencies. Works in small, cramped areas. Lights pilots on appliances. Works at elevated levels (10 feet) while servicing gas furnaces (roofs and attics). Uses distribution system mapping for locating main valves for emergency shut down. Changes out gas valves while pressurized. Makes extensive gas leak searches on gas piping and appliances using gas search instruments and leak detection fluids. Evaluates cause of excessive fuel bills, gas pressure, and outage problems. Responds to fires requiring gas meter removals and turn-offs, including on-site investigations of gas-related incidents. Installs risers, sets pressure recorders, and runs consumption tests. Advises the customer of conditions which do not meet federal, state, and City codes. Locks off inactive meters and services, and relocates gas meters. Insulates gas meters to ensure cathodic protection of the utility system. Lights and adjusts the pilot on all appliances, and checks for carbon monoxide leakage from burner box and vent pipe. Red tags unsafe and hazardous appliances. Assists Fire Inspector during inspections by checking appliances and fire-hoods for code violations. Performs after-hour gas inspections on new, repaired, and replaced gas systems. 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; entering a vault or excavation where a hazardous atmosphere exists, or the potential to be exposed to a hazardous atmospheric environment. Works around or uses hazardous materials requiring the use of specialized equipment. Meets scheduling and attendance requirements.

**Mental:** Analyzes and resolves regulation and measurement problems. Plans, organizes, and directs field activities associated with small- to medium-size gas outages and service replacement projects. Prioritizes assigned work specific to importance and urgency related to public safety. Performs calculations and measures relating to building codes, gas appliance manufacturer specifications, gas pipeline specifications, and minimum standards. Investigates and determines the cause of a leak and repairs or advises the appropriate party. Completes appropriate paperwork and forms such as meter repair orders, gas repair and outage forms, and pressure recorder charts. Understands and/or interprets blueprints, schematic drawings, layouts specific to above ground and underground gas, City and customer side utilities. Updates plat and quarter section books, and utilizes construction plans for locating main valves and utility underground infrastructure. Evaluates the cause of excessive fuel bills, gas pressure, and outage problems, and resolves problems at the customer's request or resolves those problems caused by gas service interruption. Identifies blue stake markings, schematics, and electrical wire at gas appliances. Maintains a stock of supplies used in the installation and repair of gas meters and service lines. Performs Utility Service Field Supervisor responsibilities during the supervisor's absence (examples: assigning work areas, preparing and reviewing appropriate paperwork, responding and resolving escalated calls).

**Knowledge and Abilities:**

Knowledge of:

gas and electric 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;  
gas regulators and district regulator stations operations and maintenance;  
gas leak detection procedures, and ability to properly utilize and calibrate electronic gas detection, and carbon monoxide detection equipment;  
the Arizona Blue Stake Law;  
standard construction technology and right-of-way laws;  
the Code of Federal Regulations (CFR 49) Parts 190, 191, 192, 199;  
the City of Mesa Operations and Maintenance Manual, and Utility Service Procedures Manual; and  
the City of Mesa Building codes relating to gas and fuel systems.

Ability to:

work independently under limited supervision and under stressful conditions relating to emergency response;  
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;  
establish and maintain effective working relationships with management, coworkers, and the general public;  
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;  
respond to emergency gas calls (examples: explosions and blowing gas) and identify, isolate, and secure, protecting life, property, and the environment;  
analyze and resolve regulation and measurement problems;  
perform building inspections on gas systems to ensure code compliance;  
handle difficult customer-related situations pertaining to irate customers, delinquent billing, and enforcing procedures and policies affecting utility service to the customer;  
coordinate work and field activities with crew leaders, first line supervisors, engineering inspectors, building inspectors, and other Citywide and departmental personnel;  
understand federal, state, and City codes and procedures related to the safe operations of the utilities; and  
follow established procedures for installing, maintaining, and repairing gas utility service.

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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Revised 4/18

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