

**JOB DESCRIPTION
GREENEVILLE ENERGY AUTHORITY**

POSITION: Meter Data Management Field Technician

Reports to: Director of Office Operations

Department: Customer Service

Date:

FLSA Status: Non-Exempt

Approved by: Director of Office Operations

Pay Status: Hourly

SUMMARY OF DUTIES AND RESPONSIBILITIES

- Work service orders, turning on and off of meters and exchanging meters by use of IPAD
- Work field orders, disconnects/reconnects.
- Work service orders assigned by Meter Data Management Department, Customer Service and Billing Department, identifying any issues and making clear comments as to the findings and taking any necessary photos
- Work service orders assigned by Dispatch
- Must have knowledge of hot socket procedures and who to contact when found.
- Must be knowledgeable of GEA policies & procedures as well as company rules and regulations
- Must be comfortable with learning new technology ideas
- Must represent GEA in a professional manner
- Must be willing to work overtime if necessary.

REQUIRED OPERATION OF EQUIPMENT / OFFICE MACHINES

- Must have good driving record for operation of GEA motor vehicles
- Fluke Amp/Volt Meter, all TWACS meters and their operation.
- Bierer device
- Insulated Hand tool for de-energizing or re-energizing transformers
- NISC AppSuite and NISC mobile workforce
- Must possess a valid Tennessee Driver's license to operate a company vehicle

MINIMUM EDUCATION REQUIREMENTS

- High School Diploma or GED

SPECIAL SKILLS AND TRAINING REQUIRED

- Works alone must be self-motivated also sometimes works as a part of a team and must be willing to share responsibilities/decisions with co-workers
- Must be able to work well with the public
- Must be certified to work with secondary voltage. Set and remove single phase and self-contained 3phase metering assemblies and perform meter level disconnects/reconnects

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- Outdoor in all weather- driving, walking, climbing, crawling required

SUPERVISORY RESPONSIBILITIES

- No responsibilities required

ASSET RESPONSIBILITY

- Responsible for proper care and maintenance of vehicle and all hand held devices and laptop computer

FREQUENCY AND NATURE OF BUSINESS CONTACTS

- Minimal but as required in performance of duties or maintaining functionality of TWAC, MDM and NISC reporting and tools

FREQUENCY AND NATURE OF CUSTOMERS CONTRACTS

- Daily contact with customers, while at their residence, performing job duties to include unusual usage, high bill complaints, evaluations, inspections, meter communication failures, metering failures and revenue loss due to theft or tampering

ADDITIONAL NOTES

- Any other related duties as assigned by supervisor

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

PRESIDENT & CEO