
Position: Field Supervisor

Reports To: Regional Manager

Reporting To This Position: Field Technician, Electrician

Purpose: Oversee meter exchanges throughout an assigned area. Assist in the hiring, testing, and training of field technicians to maintain a well-prepared staff. Provide day to day supervision of a team of field technicians and be responsible for safety, quality and productivity. Set the expectation of continuous improvement and maintain the highest regard for customer service.

Duties and Responsibilities:

- Participate in the hiring, testing, and training of field technicians.
- Provide field technicians with training and guidance through the interpretation and communication of work procedures and company policies.
- Supervise the work of field technicians to ensure meter exchanges are being performed according to the company's standard operating procedures.
- Discuss job performance with employees and take steps to remedy any job performance issues.
- Document and process employee performance reviews.
- Partner with Human Resources on any disciplinary action.
- Perform audits and inspections to ensure safety standards and quality are being maintained and correct any errors or problems that are observed.
- Proactively resolve customer complaints and respond to customer's questions according to Corix policies and procedures in a timely manner.
- Perform daily, weekly, and monthly safety meetings.
- Conduct training classes as required.
- Implement corporate and departmental policies, procedures, and service standards in conjunction with management.
- Carry out electrical repairs (i.e. socket repairs) as required.
- Change electric meters as required.
- Manage the daily downloading of information onto handheld units used by the field technicians.
- Prepare daily, weekly and monthly reports as required.
- May be required to drive a truck and trailer to deliver meters.

This description is a guide to the general work to be performed and is not intended to be a complete statement of the position.

Requirements:

- High School diploma or equivalent education.
- Must be a qualified Journeyman Electrician, Meter Technician or a trades qualified Power Line Technician (PLT).
- Some mechanical or construction experience.
- Previous supervisory experience an asset.
- Must be successful in passing the company's Meter-Pro test.
- Ability to teach others.
- Ability to lead and mentor staff.
- Ability to manage one's time and the time of others in a fast-paced environment.
- Basic math skills.
- Intermediate computer skills.
- Excellent customer service skills.

Job Description

- Strong communication skills.
 - Able to regularly lift and/or move up to 50 pounds.
 - Must be flexible with working a variety of shifts including working evenings and weekends
 - Must be willing to travel as required.
 - Valid BC drivers license and meet the minimum company driving record requirements.
 - Successfully pass Criminal Background checks.
 - Fluency in a second language is an asset.
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