

## Job Description

**Position:** Field Technician

**Reports To:** Field Supervisor

**Reporting To This Position:** None

**Purpose:** To accurately exchange and record consumption of electrical meters in a handheld computer /device.

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### **Duties and Responsibilities:**

- Exchange electrical meters according to company policies and procedures.
- Perform a final reading of the customer's electric consumption and record it accurately onto a handheld device.
- Verify the voltage is correct and report any irregularities by recording the proper skip code in the handheld device.
- Where necessary and if possible, make corrections to leave service safe and within compliance, or notify appropriate party of conditions requiring further attention.
- Record any problems in the handheld device (i.e. unauthorized connections, damaged equipment) or any impediments to gaining access to a customer's meter.
- Ensure integrity, safety, and accuracy of metering installations by checking for and reporting BC Hydro electric service requirements violations; conditions (i.e. grounds and irregular connections that might affect quality or continuity of service) and the proper functioning of the service's metering equipment; energy diversion
- Leave a door hanger in cases where meters are not accessible to arrange a different time to exchange the meter.
- Meet the public and maintain good customer relations.
- Answer customers' questions about the service being provided or directing them to the customer service center.
- Walk or drive vehicles along established routes to exchange the meters.
- Assist a Meter Journeyman Lineman as necessary.
- Manage Work Orders via the Customer contact process

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

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### **Requirements:**

- High School diploma or equivalent education.
- Pass Company Meter-Pro test
- Basic math and PC skills
- Must possess the ability to follow directions to completion, and pay close attention to details.
- Willing to work outdoors in a variety of weather conditions
- Must be willing to travel as required
- Able to regularly lift and/or move up to 50 pounds.
- Must be able to work in a variety of physical positions, including sitting, standing for long periods, and walking.
- Must be flexible with working a variety of shifts including working evenings and weekends and some overtime.
- Valid BC drivers license and able to meet minimum company driving record requirements
- Successfully pass Criminal Background checks
- Fluency in a second language is an asset.