
Position: Quality Assurance Lead

Reports To: Quality Assurance and Training Manager

Reporting To This Position: None

Purpose: Audit the performance and quality of work performed by the Field Technicians and Electricians involved in the Smart Meter installation project. Identify and make recommendations to rectify any deficiencies found in either the work or safety procedures of field personnel. Assist as required in training, meter exchanges, and/or meter base repairs

Duties and Responsibilities:

- Perform audits on completed meter exchanges to ensure they are compliant with company standard operating procedures.
- Prepare statistical analysis of audit results.
- Perform and participate in daily, weekly, and monthly safety meetings.
- Provide training for new hires. Perform any additional remedial training as required.
- Prepare daily, weekly and monthly reports.
- Complete all documentation regarding site visits and results.
- Resolve customer complaints and inquires according to company policies and procedures.
- Exchange electrical meters according to company policies and procedures as required.
- Carry out meter base repairs as required.

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.
- TQ certification as an Electrician, Power Line Technician or Meter Technician.
- Knowledge of methods and practices involved in servicing single phase and polyphase watt-hour meters and associated metering equipment.
- Knowledge of safety regulations and precautions.
- Intermediate computer skills.
- Willing to work outdoors in a variety of weather conditions.
- Must be able to travel as required.
- Excellent customer service skills.
- Good communications skills with the ability to teach others
- Ability to work in a fast paced work environment while paying attention to detail.
- Able to perform work duties with minimal direction.
- Regularly be able to lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Maintain a valid BC drivers license and be able to meet minimum company driving record requirements.
- Successfully pass Criminal Background checks.
- Must be successful in passing the company's Meter-Pro test.
- Fluency in a second language is an asset.