

**Middle Tennessee Natural Gas Utility District  
JOB DESCRIPTION**

Position: Service Technician

Department: Operations

Supervises: No one

O/T Status: Non-Exempt

Reports to: Area Superintendent

Approved by: \_\_\_\_\_

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**Job Summary:**

The Service Technician is the first line of customer service contact. To accomplish the mission of MTNG, each contact with our customers must convey professionalism and courtesy by each Service Technician, which, in turn, reflects a competent organization of integrity and fairness. The image and reputation of the District is determined by the performance of the Service Technician. The Service Technician is to keep safety first in all job assignments.

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**JOB DUTIES (including, but not limited to):**

1. Strict adherence to all: MTNG, Safety, Code, Training, and Regulatory standards, policies, and procedures.
2. Required to attend all training schools, meetings, and educational updates, as directed.
3. Proficient in all meter functions, including: setting meters, reading meters, meter maintenance, inspection for leaks and shorts, locking and removal.
4. Collect delinquent gas and merchandise accounts.
5. Perform and/or assist in leakage surveys and valve maintenance.
6. Operate and understand combustible gas indicators, leak detectors, pipe locators, and other related instrumentation.
7. Sell, install, and repair various appliances sold and/or serviced by MTNG, including gas lights and grills, (central HVAC units in Smithville area only).
8. Perform and/or assist in cathodic protection surveys.
9. Change charts and assist in pressure reading and maintenance.
10. Perform and/or assist in maintenance and upkeep of MTNG facilities, property, and vehicles. Service truck to be kept clean, neat, organized, and maintained. Maintenance and safety checks to be made regularly and documented on appropriate forms.
11. Assist and/or work with outside contractors to repair underground leaks.
12. Assist and/or work with and monitor construction of mains and services by outside contractors.
13. Inspect jobs done by outside contractors to assure compliance with MTNG standards and regulatory requirements.
14. Accurately complete all paperwork and diagrams relating to: line surveys, construction orders, construction work order completion, billing reports, work orders, mapping, measuring, and any other necessary paperwork.
15. Perform and/or assist in the inspection, testing, purging, and repair of new and/or damaged lines.

16. Assist in loading and unloading supplies and materials as required.
  17. Subject to weekend, Holiday, and after hours work whenever called upon.
  18. Handle money received from customers, make change, and maintain accurate record of such transactions.
  19. Remain "on-call" on a rotating basis.
  20. Perform any other duties as assigned by supervisor.
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#### INTERACTION AND LEVEL OF INDEPENDENCE:

Extensive interaction with customers and the general public. Much interaction with fellow employees in same department as well as customer service representatives. Occasional contact with others in the organization at all levels. Works under general supervision and makes decisions according to established procedures. Requires much judgment, initiative, and maximum consideration for customer safety and satisfaction.

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#### REQUIRED JOB SKILLS:

Must read and write legibly.  
Must maintain Tennessee drivers license in good standing.  
Must be able to interact positively with customers and others within the organization.  
Must have basic understanding of plumbing, electricity, and carpentry.  
Must be able to understand and apply information.  
Interaction with customers dictate a neat and professional appearance at all times. Must wear company uniform.  
Must be able to train others.  
Must follow instructions.  
Must maintain refrigeration certification (Smithville service area only).  
Must follow MTNG standards and regulatory directives.

#### REQUIRED EDUCATION:

Must have a High School Diploma or equivalent.

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#### REQUIRED PHYSICAL CONDITIONS:

Must be able to move, lift, and handle appliances and other materials, up to at least 80 lbs.  
Must be able to bend and stoop.  
Must be able to crawl under homes and in attics.  
Must be able to perform hand digging and excavating tasks.  
Must be able to handle pipe and tools.  
Must be able to perform lifting and manual labor.

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#### MEASUREMENT CRITERIA:

Subject to mandatory pre-employment and random drug testing.  
Subject to mandatory pre-employment physical.  
Subject to alcohol testing, post accident or for cause.  
MTNG Standard Practice Manual.  
Southern Building Code.  
U.S. Department of Transportation.  
Tennessee Public Service Commission.  
All regulatory agencies with jurisdiction over MTNG.  
All local, state, and federal regulations.  
Performance appraisals.  
Job inspection by: Operations Superintendent, General Superintendent, Chief Executive Officer.

## Middle Tennessee Natural Gas Utility District

### Physical Job Description Requirements: Service Technician

A service Technician must be able to perform a wide range of physical activities:

Must be able to move and handle appliances and other material. Must be able to lift up to 80 lbs.

Must have full range of motion to be able to bend and stoop in order to perform job duties.

Must be able to crawl under homes and in attics to access customer equipment and fuel line piping, ductwork, and vents.

Must be able to dig by hand and excavate, using shovels, picks, etc.

Must be able to use all types of hand and power tools, including pipe wrenches and power drills and saws.

Must be able to perform any type of manual labor.

Must be able to distinguish colors, which may be painted on the ground, marking different utilities (cable TV, electric, water, etc.) and wiring in appliances.

Must be able to hear within the range of 50 – 3,000 Hz to distinguish sounds from various instruments and safety equipment.