

# VERMONT ELECTRIC COOPERATIVE, INC.



This notice is to announce that we are currently accepting Applications for the position of

## FIELD TECHNICIAN II

### Position Overview

Vermont Electric Cooperative (VEC), the largest locally owned electric distribution utility, is seeking a Field Technician, Level II to join its Member Services Team. The employee in this position is responsible for field metering operations in a defined part of VEC's service territory.

In addition to collecting delinquent electric bill payments and disconnecting/reconnecting meter services, this individual is responsible for ensuring proper operations of VEC's metering equipment. This could include installing, diagnosing, calibrating, and testing electro-mechanical, digital, and automated metering devices. They are also responsible for communicating information concerning VEC's policies, procedures, programs, and relaying member input to appropriate VEC staff.

The individual in this position works collaboratively in a team based environment to achieve results. They are expected to lead in a manner that demonstrates commitment to VEC's member focus core values and creates a positive image for VEC.

Please see the detailed job description within this notice for more information about job duties and qualifications.

To apply for this position, please submit a completed application along with a cover letter and resume to [jobs@vermontelectric.coop](mailto:jobs@vermontelectric.coop).

Applicants who meet minimum qualifications may receive an interview.

### Current Contract Rates (Position has competency based advancement structure)

Starting Rate - \$24.43

Level II - \$28.14

Level I - \$32.68

VEC is an Equal Employment Opportunity Employer including Vets and Disabled.



## Vermont Electric Cooperative, Inc. Job Description

<b>Job Title:</b>	Field Technician II
<b>Department:</b>	Member Services
<b>Reports To:</b>	Key Account Manager
<b>FLSA Status:</b>	Nonexempt
<b>Union Status:</b>	IBEW
<b>Salary:</b>	Per contract
<b>Approved By:</b>	Manager of Corporate Services
<b>Approved Date:</b>	November 2007
<b>Revision Date:</b>	February 2019

**SUMMARY:**

The employee in this position is responsible for field metering operations, including the installation and maintenance of Automated Meter Information (AMI) devices, meter reading, field collections, and disconnect/reconnects of meters. Employee will collect, analyze, monitor and maintain field metering for the Cooperative. Employee is able to perform all duties without direct supervision. Employee is accountable for delivering value to members by providing responsive, innovation, and knowledgeable support that anticipates and exceeds member expectations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Must demonstrate safe work practices. Must be able to assess risks associated with the work to be performed and work environment, and take necessary precautions to ensure the personal; and collective safety of others.
- Review, understand and support VEC's Rules of Engagement and Strategic Plan.
- Read, disconnect and reconnect meters as required.
- Perform field collection and meter disconnection for delinquent accounts in accordance with VEC policies and procedures, as necessary.

- Install and remove single phase and three phase self-contained meters.
- Responsible for installing, diagnosing and maintaining electro-mechanical, digital and AMI capable metering devices
- Address member metering and billing inquiries when necessary
- Inspect field installations for current diversion and any unmetered usage, report and document field inspections.
- Responsible for accurate inventory of metering tools and materials, may include activities associated with meter requisitions or returns. Assist with assessing meter inventory and related hardware.
- Responsible for recording (and maintaining) pertinent data for meter records and completing all records pertaining to meter data and work orders.
- Train in the testing, servicing, maintenance and calibration of all meters, instruments and metering equipment.
- Calibrate and test meters and/or AMI devices in shop and field, to ensure proper operation.
- Must meet performance expectations, including demonstration of our core values (Rules of Engagement).

**OTHER DUTIES AND RESPONSIBILITIES:**

- Perform other duties as assigned.
- Demonstrate an awareness that the job exists to effectively serve each and every member.
- Explain VEC's wide array of services to its members.
- Provide assistance as needed during construction, maintenance and service restoration work.
- Provide training to new employees in metering area.
- Plan and coordinate work assignments with other areas of the Department as required.
- Replenish and organize material in vehicle; keeps vehicle clean and orderly inside and out.
- Maintain all tools and equipment in accordance with instructions and designated purpose, and return all tools and equipment to its proper place when not in use.
- Attend all required and specialized trainings to maintain and strengthen current knowledge of metering, metering technology and safety.
- Employee will support a strong cyber security culture. This includes, but is not limited to, cyber security awareness, training, and testing. Employee will support cyber security efforts and demonstrate cyber security best practices as outlined by management.

- Periodic scheduled and unscheduled overtime may be required

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

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

High School Diploma or equivalent. Completion of an approved metering course at a vocational/technical school or equivalent prior education is required or one year experience testing, maintaining and installing meters and metering equipment may be considered in lieu of post high school education. A basic working knowledge of electricity is required. Must have the ability to learn the different types of electrical meters and electrical recording instruments. Must have the ability to reason analytically and relate theoretical concepts to practical application; to be adaptable to changing conditions. Previous electrical and mechanical experience; computer experience and work experience in the utility industry are preferred. Position requires basic writing skills. Employee must be able to navigate the NISC system, Microsoft Office, Metering and VEC map viewing software by the end of probationary period. Must possess good communication skills and the ability to interact with co-workers and members effectively. The Field Technician position has a competency based advancement structure. Advancement upward through the levels may occur with the demonstration of knowledge and abilities for the current level. Employee must understand and perform all aspects of job before consideration of advancement to Field Technician I.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

First aid and CPR certification are required. Must possess a valid Vermont driver's license. Successful completion of required metering technology certification must be obtained within two years if education and experience requirements are not met at the time of hire.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work requires walking, driving, climbing, sitting, standing, pushing, pulling, and exposure to extreme heat and cold.

Work requires lifting or moving of items in excess of 60 pounds (up to 35% of body weight) on occasion.

Work requires driving in all types of weather.

Work requires sitting and using a computer or meter test equipment.

Work requires the ability to see well and to speak clearly.

**WORKENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exposure to extreme weather conditions is possible. Exposure to high voltage current and power machinery and equipment are possible.

Work is done both alone and with others. Hours of work are consistent with normal Member Service operation and VEC business needs.

## **Competency Levels and Wage Scale**

**Field Tech II** (New employee becomes eligible for testing after probationary period has been successfully completed)

### Level III \$24.43 (2019)

- Learn and demonstrate VEC's Red Flags policies and procedures
- Learn and demonstrate (field) hazard assessment (such as slips/trips/falls, step ladders, dogs, environmental & weather-related precautions)
- Learn and demonstrate how to navigate and locate member services using CarryMap
- Learn and demonstrate safe driving/parking requirements for VEC vehicles
- Learn and demonstrate proper PPE and safety procedures for reading, installing and removing single-phase self-contained (<240 VAC) 1S & 2S meter forms
- Learn and demonstrate field collection related procedures/ proper cash handling process
- Employee demonstrates that appropriate time management, is on-time and meets deadlines
- Managing their service territory efficiently and effectively; completing member work on time as requested
- Employee demonstrates desire and ability to learn
- Employee demonstrates integrity by arriving for work on time and is prepared; meets quality, quantity and deadline expectations (time entry, processing service orders, field appointments) and meets commitments that impact Member Relations staff.
- Employee learns and demonstrates expected safety and security measures.
- De-escalation training completed
- System education - electric utility 101 – for field work
- Learn and demonstrate required record keeping
- Learn and demonstrate meter testing procedures
- Demonstrate new meter service/install testing procedures (source, backfeed, ground & continuity) on 1S and 2S meter forms
- Demonstrate ability to identify power theft and/or unmetered power

### Level II \$28.14 (2019)

- Understand single-phase services up to 240 VAC
- Learn, understand and demonstrate our disconnection process including winter rules
- Participate in Energy Sleuths training (if training has been made available)
- Understand usage patterns to be able to troubleshoot high bill complaints or advise members of efficient energy usage
- Identifies safety issues on member side and understands the process to notify member
- Employee has established healthy work habits, is capably self-directing and planning their work day.

- Trusting work relationships have been established with employees.
- Employee continues to be technically curious and seeks to learn and understand more.
- Feedback is solution focused.
- Learn and demonstrate to do route audit
- Outage training completed – both office and field (bird dog training)

Level I \$32.68 (2019)

- Understand 3-phase self-contained services up to 240 VAC
- Demonstrate new meter service/install testing procedures, as above, including 12S and 16S meter forms (<240 VAC), this is uncommon and may require periodic hands on refresher training.
- Demonstrates leadership and personal accountability
- Executes a special job duty – such as new meter inventory process, or NISC mobile issues
- Employee seeks to improve performance (self and service).
- Employee is safe, trusted, and reliable.
- Employee practices open and respectful communication.
- Employee is engaged in metering and in our business.
- Employee Shows Appreciation and Delivers Results.
- Assists in training new employees or participates in orientations
- Assists in ensuring appropriate metering stock levels for district field visits (includes meters, hardware, and materials)
- Employee can identify the signs of a “hot socket”