

Job Title	Sr Service Technician
Date Approved	07-JUN-2014
Grade	3
Exemption Status	Non Exempt
Brief Description	<p>Under limited supervision, responsible for delivering superior customer service and performing the full range of customer service field activities on distribution and transmission systems and facilities, as applicable. Performs work in accordance with company, regulatory and safety procedures.</p>
Detailed Description	<p>THIS JOB DESCRIPTION DOES NOT ATTEMPT TO LIST ALL OF THE DUTIES THAT ARE OR MAY BE PERFORMED IN THIS POSITION.</p> <ol style="list-style-type: none"> 1. Works all types of service orders; considered Subject Matter Expert (SME) for the function and will help train and direct more junior level employees. Resolves most complex problems independently. Refers unusual problems to supervisor. 2. Responds to customer requests for service including connections, disconnections, high bills, leak and carbon monoxide investigations. 3. Informs customer of needed repairs and answers most complex questions. Ensures that customer understands and is satisfied with work completed. 4. Responds to emergency natural gas releases such as ruptured natural gas lines and/or services. 5. Investigates, grades and repairs leaks. 6. Disconnects service as necessary and performs collection efforts on delinquent accounts. 7. Replaces and/or repairs meters and regulators. Sets and removes meters as necessary. 8. Installs, programs and operates Wireless Meter Reading (WMR) equipment as necessary. 9. May be required to perform natural gas line location tasks. 10. Completes and maintains accurate records and reports to comply with Company and regulatory requirements. 11. May read meters and record usage for billing. <p>OTHER DUTIES/RESPONSIBILITIES:</p> <ol style="list-style-type: none"> 1. May be required to hold stand-by duty, work shifts, holidays, weekends, emergency call outs, and occasional extended hours.

- 2. Is subject to reporting outside regular work area.
- 3. Identifies, addresses, and reports safety and encroachment issues to their resolution and completion.
- 4. Is responsible for the safe operation and inspection of assigned Company vehicles and equipment.
- 5. Demonstrates support for and adheres to the Company's values, strategies, policies and procedures and leads the core values of AtmoSpirit, Customer Service, Safety and the Company's Code of Conduct both as an individual contributor, team member and/or leader of others.
- 6. Must become familiar with the contents of the Safety Manual, live by the spirit of its intent and become involved in creating and maintaining a safe working environment. Must complete all required safety training.

Educational/Experience Level

Requires a general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) and 2 years of service field experience. Must have demonstrated Service Technician 2 skill proficiency.

Requires valid driver's license in accordance with Company standards.

Certificates, Licenses, etc.

Must obtain and maintain Operator Qualifications (OQs) and classroom training for position and any other required OQs and classroom training or certifications.

Computer Skills

Requires ability to utilize the Company's internet/intranet web site and available resources for data entry, reference and/or retrieval tasks.

Communication Skills

Requires the ability to communicate with internal/external customers to obtain and/or provide explanations and/or information on complex matters to individuals with little to no background in the subject under discussion.

Work Conditions

Work requires entry to customer premises.

Works outdoors in all types of weather and may be exposed to extremes of climate and temperatures, high noise levels, rough terrain, and

occasional work on ladders, roofs, attics, and under houses as well as confined spaces.

May require overnight travel.

May have residence requirement due to call-out response time.

Works as an individual contributor and/or as member of a team.

Physical Demands

Requires occasionally performing activities including, but not limited to, bending, stooping, grasping, reaching, twisting, turning and/or lifting.

Requires the acute sense of sight and hearing (corrected or uncorrected) and strong sense of smell.

Must be able to lift tools, equipment and materials up to and including 60 pounds.

Other Requirements

As a Safety-Sensitive position, pre- and post-employment screenings, including but not limited to drug testing as outlined by the Department of Transportation (DOT) and Pipeline & Hazardous Materials Safety Administration (PHMSA), and motor vehicle record (MVR) background checks are required.

Atmos Energy is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, disability, or veteran status.