

Columbus Electric Cooperative, Inc. - Deming, NM

Job Description: SERVICE TECHNICIAN 1

1 OBJECTIVES:

- (a) To support the Automated Metering Infrastructure system to ensure accurate meter readings and communication reliability between the meter and the utility.
- (b) Supports the efforts of Vegetation Management Planning including database management that tracks related inspection and maintenance. In addition, assists with the development of maps and schedules to ensure safety and reliability.

2 MINIMUM QUALIFICATIONS:

- (a) High school graduate or equivalent
- (b) Combination of education and experience in technical training or a few years in electrical/metering work.
- (c) Must be able to use a PC proficiently including Microsoft Office Applications
- (d) Skills in electronics, data collection, troubleshooting and software
- (e) Must possess good writing and oral communication skills
- (f) Must be able to walk in areas not suitable for vehicles
- (g) Experience in electric utility industry is preferred
- (h) Possess and maintains a valid New Mexico Driver's License (Class A CDL preferred)
- (i) Must reside within 30 miles of Deming headquarters building

3 JOB KNOWLEDGE:

- (a) The fully competent incumbent must possess the following knowledge:
 - (1) Review and abide by established policies and procedures of the Cooperative, including federal, state, and local laws in regard to operating vehicles and equipment, public and private property, and working conditions. This includes supporting the Cooperative's mission by staying current with information to cultivate and positively project the Cooperative's philosophy.
 - (2) Be a positive influence within and outside the Cooperative by promoting teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
 - (3) Punctual and conscientious about work hours and perform overtime when requested. Communicate with supervisor when unable to work at the appointed time. Attending meetings and seminars as directed.
 - (4) Accepting and continuing to develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position with minimal errors. Work diligently toward complete accurate work assignments.
 - (5) Accept and adapt positively to changes in your position and within the Cooperative. Develop a commitment to accept ongoing change.

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4 ABILITIES & SKILLS:

- (a) Must have ability to operate a motor vehicle. Must be able to handle irregular volume of work. Must have ability to download meter data and troubleshoot communication issues for efficient billing of members. Job requires the ability to meet and deal tactfully and courteously with associates, members, potential members and the public.

5 DUTIES, FUNCTIONS AND RESPONSIBILITIES:

(a) Automated Metering Infrastructure (AMI)

- (1) Responsible for trouble shooting and correcting problems with AMI devices, including electric meters, relays and access points, in the office and in the field.
- (2) Downloads and reviews AMI trouble reports daily. Coordinates with Billing Supervisor to resolve issues.
- (3) Installs and removes voltage recorders and power monitoring equipment on single-phase installations;
- (4) Performs single-phase meter change outs, connects and disconnects with minimal supervision.
- (5) Performs various work on single-phase self-contained electric meters and all CT-rated meters
- (6) Under direct supervision, performs the following duties: installs and removes instrument transformers, conducts wire verification tests at test switches on CT-rated meters, and interconnects wiring for CT-rated meters on de-energized circuits.
- (7) Tests meters and associated equipment for accuracy, tampering, and integrated devices functionality; operates and maintains test equipment and overhauls and repairs meters.
- (8) Maintains accurate meter data information

(b) Vegetation Management Plan (VMP)

- (1) Monitors and tracks line inspections, substation inspections and maintenance programs in excel.
- (2) Processing and tracking remedial actions.
- (3) Monitor red flag warnings.
- (4) Monitors VMP targets.
- (5) Collects and maintains records of various device readings and information including breakers and transformers on a spreadsheet.

(c) Miscellaneous

- (1) Assist in GIS field collection of data, including but not limited to meter locations, poles, streets, and all field assets
- (2) Become familiar with the account and location numbering system of the Cooperative.
- (3) Give consideration and care to member's property at all times.

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- (4) Communicate with customer to deliver water heaters and if possible, the need to change out their meter. Deliver door disconnect notices and collects delinquent accounts on schedule as directed.
- (5) Checks inactive accounts, periodically or as directed by supervisor for any illegal conditions which may be present in the field and report such findings.
- (6) Reports member questions or complaints to the proper departments on such matters as high bills, desired location of new services, power outages, low voltage, security light outages or hazardous conditions on the system, etc.
- (7) Completes regular inspection of assigned vehicle, equipment, supplies, and tools to ensure they are in safe working condition.
- (8) Performs and maintains monthly record review of certain safety equipment including fire extinguishers and rubber goods to be sure they are up to date.
- (9) Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the CEC safety rules and procedures.
- (10) Assisting Purchasing Agent with work orders and receiving, issuing and balancing material inventory
- (11) Receives weekly company uniform deliveries.
- (12) Records and accounts for all time, mileage and materials on the proper forms used in performing duties of the job.
- (13) Assist as needed in Cooperative system emergencies such as bad weather by assisting in emergencies to investigate outages, standby as required, and aid during an emergency restoration
- (14) Performs other duties and special assignments as requested from time to time.
- (15) Use radio communication equipment in accordance with Federal Communications Commission (FCC) regulations.

6 PHYSICAL DEMANDS & WORKING CONDITIONS:

- (a) Good physical condition and dexterity is required. This includes walking and standing for extended periods of time, frequently lifting, bending, pulling, crawling and reaching, installing and removing meters, CT cabinets, meter bases and other equipment; occasionally working from a ladder.
- (b) Frequently lifts 50 to 100 pounds.
- (c) Frequently operating computer keyboard and meter testing equipment.
- (d) Must be able to communicate clearly and accurately and possess good hearing as needed for work and safety compliance.
- (e) Must possess visual color perception in order to differentiate wire and part colors as well as interpreting color coded wiring.
- (f) Must be able to work safely due to exposure to the hazards of electric shocks, burns and falls.

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- (g) Must be willing and able to work inside an office and complete outside work activities in various types of weather with irregular hours and some overtime required. Occasional overnight travel required. Must be able to deal accordingly with irate members or their pets.
- (h) Must be willing to submit to random alcohol and drug testing per company policy.

7 EXTERNAL RELATIONSHIPS:

1. Members- Provides helpful, courteous assistance and service. And to assist the member in understanding of the Cooperative's plans, programs and policies.
2. General Public- Presents a friendly, courteous image of the Cooperative.
3. Power Companies and Other Cooperatives - Maintaining good working relationships.
4. Legal and Regulatory Agencies - Maintains professional relationships with agencies and organizations involved in safety and other applicable regulations.

8 REPORTING RELATIONSHIPS:

- (a) Reports to:
Billing Supervisor
- (b) Directs:
None

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.