



## JOB DESCRIPTION

**Job Title:** Field Service Representative **Position Number:** 96-18

**Incumbent:** Vacant **Effective Date:** November 2024

**FTE:** 1.00 **Pay Level** 7 **Bargaining Unit:**      Yes X No     

**Supervisor's Title:** Customer Service Supervisor

**Department:** Partnerships & Business Services

### SUMMARY

Reporting to the Customer Service Supervisor, works as part of the Customer Service team. The incumbent is responsible for reading and disconnecting / reconnecting meters as required in Yukon Energy's service area according to predefined work and travel schedules to meet billing cycle requirements. Provides a field service link between the customer and the company. All work shall be carried out efficiently and effectively, and properly documented in accordance with applicable regulatory bodies and Yukon Energy's policies, guidelines, and procedures.

### DESCRIPTION

1. Reads meters and input figures accurately for the calculation and recording of electrical consumption in accordance with monthly billing schedules.
2. Serves as the primary custodian of all customer keys and access codes required for accessing meter locations within residential and commercial properties. Manages and safeguards the building key box, always ensuring proper organization and security of keys.
3. Arranges for safe access to customers' premises either through customer interactions or reading meters with the notes on the data capture system.
4. Ensures the integrity of Yukon Energy service by identifying and reporting unusual circumstances or faulty service conditions. Checks and reports the general condition of service (meter and its related area) including damaged or missing meters and verifying meter numbers.
5. Works with data capture system including loading and downloading of files and data where applicable. Reviews and edits meter reading reports and resolves discrepancies.
6. Compares consumption of previous periods and confirms accuracy of reads, comparing meter numbers. Resets and reseals all demand meters after reading.
7. Disconnects and reconnects electrical service on site and carries out a variety of field checks including but not limited to switched, damaged or faulty meters.
8. Regularly maintains and creates / updates to the Meter Reader Route and Sequence Map Book for the company vehicle.



## **JOB DESCRIPTION**

9. Notifies customers of planned power outages. Works with operational staff to ensure accurate information is relayed to the customer. Responds to inquiries about power outages. Updates outage notification lists and works in the system portal.
10. Prepares, reviews, actions, and reconciles weekly metering data pulls and work orders including yearly sample test data. Also includes creation of meter exchange and removal work orders as well as capital project data pulls for load checks, and customer service and financial reports, as required.
11. Interacts with customers to deliver notices and address billing / metering concerns. Delivers service interruption notices according to defined on-site conditions and procedures and disconnects power, if required.
12. Plans daily field work orders according to location and established priorities. Contacts customers in advance if indicated on work orders, interacts on-site with customers, and makes note of safety, access, meter, and site issues.
13. Performs visual checks and investigations to complete Investigation/Verification Field Activity Orders related to switched meters, damaged, skipped, or faulty meters, etc.
14. Initiates and/or completes field activity work orders such as following up on billing irregularities for all types of accounts. Contacts and interacts on-site with customers to investigate and resolve billing inquiries, meter connectivity issues, address changes and updates accounts for billing purposes.
15. Performs daily safety Job Safety Assessments (JSA) and promotes safe work practices.
16. Identifies and corrects unsafe working conditions.
17. Safely operates and maintains company vehicles and equipment.
18. Participates in staff and safety meetings.
19. Promotes public safety awareness within the communities.
20. Exercises good environmental practices.
21. Assists in incident investigations as required.
22. Compile paperwork for work orders, new construction builds, upgrades, and other service activities.
23. Always puts forth a positive corporate image, both internally and externally. Works cooperatively with operations staff and management in resolving customer issues.
24. Maintains the confidentiality of all Corporation information. Adheres to all Corporation policies, procedures, and guidelines.
25. Other related duties.



## JOB DESCRIPTION

### WORKING CONDITIONS

Perform daily Job Safety Assessments (JSA) to determine an acceptable level of risk for situations such as, but not all inclusive:

- This position requires you to drive a company vehicle. Therefore, you must be able to pass the company's driving requirements.
- Regular travel away from home – at least 2 weeks or 14 days of every month will be spent travelling
- Changing weather conditions – work is conducted outside
- Conditions that pose risk from animals
- Potential unsafe situations and risk of electrical shock.
- Undesirable indoor and outdoor conditions
- Large amounts of walking. Must be able to frequently bend; twist; reach; stoop; kneel or crouch.
- This position frequently works alone while performing field duties

### KNOWLEDGE, SKILLS, AND ABILITIES

- High School diploma and experience in vocational training in electrical or mechanical field with intermediate skills with Microsoft Office programs, including, Word, Excel, and Outlook.
- Demonstrates experience working with and around conductors that have been energized at 120/240v
- Previous experience working in a utility environment would be considered an asset.
- Previous experience working with customer billing and accounting systems would be considered an asset.
- Understanding of electricity and hazards to be able to become a Utility Worker
- Able to read with comprehension and type documents (such as customer correspondences, memos, and reports) in English
- Must possess a valid class 5 driver's license with a clean Drivers' Abstract.
- Proven ability to work independently and think logically to evaluate situations and solve problems.
- Strong client service orientation with good interpersonal and conflict resolution skills.



## **JOB DESCRIPTION**

- Ability to work with minimal supervision. Excellent work attendance and punctuality, able to complete all tasks within the allotted timeframes.
- This position requires time-sensitive tasks to be completed on the days in which the work is scheduled. Effective organizational skills and the ability to prioritize work are required.
- Ability to work effectively with strong attention to detail.
- Ability to use patience and understanding when dealing with the public and others in various situations.
- A proven track record and commitment to safe procedures and adhering to a safe work environment.
- Ability to work in a team and cross-cultural environment.
- Able to perform the physical job responsibilities when meter reading:
  - Walking several hours per day
  - Bend and stretch to access meters