

SERVICE TECH 1/DATA COLLECTOR
COLUMBUS ELECTRIC COOPERATIVE, INC. DEMING, NEW MEXICO

1 OBJECTIVES:

- (a) To troubleshoot device communication issues and download meter data in order to provide accurate information which will enable the Cooperative to implement billing practices.
- (b) To connect or disconnect meters as directed by service orders or as directed by supervisor or office, in order to promote a favorable relationship between the Cooperative and the member.
- (c) To receive and perform routine testing & calibration of all meters to meet specified accuracy standards and regulations.

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) Skills in electronics, data collection, troubleshooting and software
- (d) Must be willing to submit and pass a pre-employment physical ability and drug test and then agree to additional random drug testing if the position so required.
- (e) Must possess and maintain a valid New Mexico Class A CDL.
- (f) Must be able to use a PC proficiently
- (g) Must be able to walk in areas not suitable for vehicles
- (h) Must possess good writing and oral communication skills
- (i) Must be willing to attend training, work overtime-as necessary
- (j) Must be able to perform meter readings will minimally errors.
- (k) Experience in electric utility industry is preferred
- (l) Must reside within 30 miles of Deming headquarters building

3 JOB KNOWLEDGE:

- (a) Should have effective working knowledge of Cooperative's Service Rules and Regulations and Policies.

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 RESPONSIBILITIES AND AUTHORITIES

- (a) Responsible for trouble shooting and correcting problems with AMI devices. These devices include electric meters, relays and access points.
- (b) Make field trips to trouble shoot and repair AMI communication network devices.
- (c) Coordinates with Billing Supervisor activities related to AMI
- (d) Download AMI trouble reports daily and review. Coordinates with Billing Supervisor to resolve issues.
- (e) Operates meter truck in an assigned area for the purpose of downloading certain meter data and troubleshooting meters with communication issues.
- (f) Maintains accurate meter data information
- (g) Complete regular inspection of vehicles, equipment, supplies, and tools to ensure they are in safe working condition.
- (h) Become familiar with the account and location numbering system of the Cooperative.
- (i) Performs single-phase meter change outs, connects and disconnects with minimal supervision.
- (j) Performs line locates and reports findings to appropriate agencies in a timely manner and according to procedures.
- (k) Delivers door disconnect notices and collects delinquent accounts on schedule as directed. Submits all money collected and appropriate receipts to cashiers for validation on a daily basis.
- (l) Checks inactive accounts, periodically or as directed by supervisor for any illegal conditions which may be present in the field and report such findings.
- (m) Collects and maintains records of various device readings and information including breakers and transformers on a spreadsheet.
- (n) 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.
- (o) Performs and maintains monthly record review of certain safety equipment including fire extinguishers and rubber goods to be sure they are up to date.
- (p) Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the CEC safety rules and procedures.

- (q) Assisting Purchasing Agent with work orders and receiving, issuing and balancing material inventory
- (r) Receives weekly company uniform deliveries.
- (s) Records and accounts for all time, mileage and materials on the proper forms used in performing duties of the job.
- (t) Use radio communication equipment in accordance with Federal Communications Commission (FCC) regulations.
- (u) Work effectively as an employee of CEC and maintain good job behavior.
- (v) Punctual and conscientious about work hours and perform overtime when requested. Communicate with supervisor when unable to work at the appointed time.
- (w) Accept responsibility for the duties of your position. Work diligently toward complete accurate work assignments.
- (x) Develop the necessary skills and knowledge to perform the duties of the position. Attend meetings and seminars as directed.
- (y) Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
- (z) 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.
- (aa) Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
- (bb) Accept and adapt positively to changes in your position and within the Cooperative. Develop a commitment to accept ongoing change.
- (cc) Be a positive influence within and outside the Cooperative.
- (dd) Support the Cooperative's mission by staying current with information to cultivate and positively project the Cooperative's philosophy.
- (ee) Assist as needed in Cooperative system emergencies such as bad weather by contacting the Cooperative to offer assistance.
- (ff) Give consideration and care to member's property at all times.
- (gg) Communicate with customer, if possible, the need to change out their meter.
- (hh) Performs other duties and special assignments as requested from time to time.

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.
- (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. 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