

POSITION TITLE: Serviceman

REPORTS TO: Supervisor of Servicemen

POSITION SUMMARY

Maintains positive relationships with members and the public by safely constructing, operating, troubleshooting, and maintaining the Cooperative's electric distribution facilities. Provides prompt field service, outage response, and service restoration to support safe, reliable, and dependable electric service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are representative of the position. Additional duties may be assigned as operational needs require.

- Perform all work in accordance with applicable safety rules, Cooperative policies, procedures, construction standards, and regulatory requirements.
- Promote the safety of employees, members, contractors, and the public; identify, correct when authorized, and promptly report hazardous conditions.
- Install, connect, disconnect, and reconnect temporary and permanent electric services.
- Test and troubleshoot service-related concerns, including voltage issues, metering equipment, security lights, utility services, grounding, and transformer configurations.
- Respond to outages and service calls in the assigned territory; locate causes, mitigate hazards, and restore service safely and efficiently.
- Inspect electric facilities and proactively identify and mitigate conditions that threaten line safety or system reliability.
- Perform maintenance on services, meters, security lights, and other distribution equipment as assigned.
- Support reliability programs, system inspections, meter-reading activities, and other field initiatives in the assigned territory.
- Operate and maintain assigned vehicles, tools, communications equipment, and facilities in a safe, clean, and serviceable condition.
- Communicate assignment status, field conditions, safety concerns, material needs, and project issues to the supervisor in a timely manner.

South River Electric Membership Corporation-Job Descriptions

Engineering & Operations

- Plan and schedule assigned work, manage materials and costs, meet response expectations, and complete accurate records and reports.
- Provide courteous, professional service and clearly communicate with members regarding field activities within the scope of the position.
- Assist other operations personnel, support departmental teamwork, and participate in emergency restoration activities as assigned.
- Contribute information for departmental budgets, goals, work plans, and continuous improvement efforts as requested.
- Maintain working knowledge of the Cooperative's rate schedules, bylaws, service rules, regulations, and applicable operating procedures.
- Attend required meetings and training; maintain required first aid and CPR certification.
- Participate in organizational activities as needed.
- Perform other related duties as assigned.

WORKING RELATIONSHIPS

- Internal: Works closely with the Supervisor of Servicemen, Engineering & Operations leadership, dispatch, member service personnel, and other Cooperative employees to coordinate work and resolve service needs.
- External: Interacts professionally with members, contractors, emergency responders, public agencies, vendors, and the general public as necessary to carry out assigned responsibilities.

MINIMUM QUALIFICATIONS

Education: High school diploma or equivalent required. An associate degree or equivalent technical education is preferred. Related utility experience may be considered in lieu of preferred education when the candidate demonstrates the ability to perform the position responsibilities.

Experience: Must have progressed to First Class Lineworker and have at least two years of experience in that classification. Progressive electric utility experience, preferably with an electric cooperative, is desired.

Licenses and Certifications: Valid North Carolina Class A commercial driver's license required. Must maintain an insurable driving record and required first aid/CPR certification.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of electric distribution construction, line materials, tools, equipment, applicable codes, construction specifications, and safe work practices.
- Demonstrated ability to troubleshoot outages, service-related voltage concerns, three-phase transformer configurations, metering, and utility grounding.

South River Electric Membership Corporation-Job Descriptions

Engineering & Operations

- Ability to perform mathematical calculations necessary for basic electrical theory and field operations.
- Ability to read and apply maps, service orders, diagrams, specifications, procedures, and other job-related documents.
- Sound judgment and decision-making skills, particularly during emergencies and changing field conditions.
- Clear oral and written communication skills, accurate recordkeeping, and legible handwriting.
- Basic computer and mobile technology skills necessary to complete work orders, reports, and communications.
- Ability to work independently with minimal supervision while coordinating effectively with others.
- Ability to interact professionally and respectfully with a variety of people, including during difficult or stressful situations.
- Ability to maintain confidentiality and protect Cooperative, employee, and member information.

CORE QUALITIES

Professional, dependable, punctual, courteous, safety-conscious, adaptable, self-motivated, and team-oriented. Demonstrates integrity, a strong work ethic, accountability, good judgment, and a positive approach to service.

PHYSICAL REQUIREMENTS

Must be able to perform the essential functions of the position, with or without reasonable accommodation, including the following:

- Frequently lift and/or move 50 to 75 pounds and occasionally lift and/or move 75 to 100 pounds.
- Regularly climb and balance; frequently stand, walk, reach, stoop, kneel, crouch, crawl, and use hands to handle tools, controls, and equipment.
- Possess the visual abilities needed for the work, including close, distance, color, peripheral, and depth vision and the ability to adjust focus.
- Communicate effectively by speaking and hearing in field and emergency environments.
- Successfully complete post-offer physical examination, job-specific testing, and drug screening.

WORK ENVIRONMENT AND AVAILABILITY

- Performs work outdoors and may be exposed to heat, cold, rain, sleet, snow, humidity, traffic, uneven terrain, energized facilities, and other field hazards.

South River Electric Membership Corporation-Job Descriptions
Engineering & Operations

- Must be available for callouts and extended work during outages and emergency situations, day or night, including weekends and holidays as assigned.
- Must reside within 30 miles of the assigned service area office.

REMARKS

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. In order to ensure maximum flexibility and efficiency and encourage cross training additional functions and requirements may be assigned by a supervisor/manager as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Revised: October 23, 2013

Reviewed: February 19, 2021(PFA)

Updated: January 27, 2022