



## JOB DESCRIPTION

COMPANY: Newport Utilities DATE CREATED: 09/2024

JOB TITLE: Metering Services Coordinator

GRADE LEVEL 11 Exempt      Non-Exempt X

REPORTS TO: Construction Supervisor

PURPOSE OF THE JOB (Why is the job performed?): The Metering Services Coordinator directs and observes the installation, operation, maintenance, troubleshooting, and repair of NU's electrical meter infrastructure and other related equipment, to ensure that employees perform each job safely, properly and in an efficient manner.

### ESSENTIAL JOB DUTIES & RESPONSIBILITIES:

- Know and obey all applicable safety, security, and environmental rules and regulations, and company policies and procedures and ensure all crew members comply as well.
- Wear all required PPE, including safety glasses, Flame-retardant clothing, rubber gloves/sleeves, safety harnesses, etc.
- Conduct and document a daily pre-trip inspection.
- Participate and document an adequate job briefing at each job site.
- Review readings for the industrial and large commercial meter route/billing cycle.
- Assist crew with instrument rated metering installations.
- Assist billing with all metering data.
- Install or replace worn or damaged meters.
- Perform regular meter programming, maintenance, testing and repair.
- Schedule testing and repairs for all meter test equipment.
- Follow up on power quality or high bill complaints and assist in diagnosing causes of complaints and recommend corrective measures.
- Process paper work (i.e. time sheets, track equipment and material usage, inspections, and injuries).
- Be available to work during emergency power restoration.
- Be able to work extended hours beyond normal shift, evenings, weekends, and holidays during emergencies.
- Must be able to report to work for emergency purposes in 30 minutes or less and subject to overtime on short notice.
- Attend off site training to refresh/gain new information on utility practices.
- Regular and reliable attendance.

## **MARGINAL JOB DUTIES & RESPONSIBILITIES:**

- Assist Substation Maintenance Technician in substation operations (i.e., set control switches, operate substation equipment, operate line switches, etc.)
- Operate hand line or winch to convey material to and from linemen and apprentices working in a bucket truck or on a pole.
- Assist in pulling out wire on ground prior to installation.
- Patrol worksite to collect tools and unused or previously used materials.
- Assist line crews during emergency situations.
- Conduct and document a monthly personal tools and equipment inspection.
- Operate as a Groundman when necessary.
- Operate as a Meter Technician when necessary.
- Operate as Systems Operator when necessary.
- Assist in outage restoration.
- Assist warehouse personnel in gathering and transporting material to job sites.
- Interaction with stockroom personnel for inventory control.
- Interaction with NU employees and the public.
- Participate in switching operations.
- Perform other duties as directed by supervisor.
- Perform traffic control flagging operations

## **EDUCATION, EXPERIENCE, DEGREES, CERTIFICATES, OR LICENSES REQUIRED:**

- Possess a high school diploma or GED certificate.
- Successful completion of Electrical Instrument Technician (EIT) course.
- Possess and maintain a valid Tennessee driver's license.
- Must be insurable as per NU's liability insurance provider.
- Possess a valid fork lift operator's license.
- Must successfully complete any work related workshops/training as requested by NU.
- Proficiency in Microsoft Office application; Word, Excel, Outlook, etc.
- Be certified in first aid and cardiopulmonary resuscitation (CPR).

## **KNOWLEDGE, SKILLS & ABILITIES REQUIRED:**

- Possess adequate reading ability to interpret information from meters, spreadsheets, and procedures in equipment operation and maintenance manuals, material lists, written/printed information on maps, diagrams, and schematics, work orders, service orders, and safety manuals and correspond via letter or email.
- Possess adequate written language ability to record data into spreadsheets, record data on log sheets from meters and line protection equipment, manually create material lists, make notes, and provide written directions and correspond via letter or email.



- Possess adequate mathematical ability to calculate costs, to calculate bills or kilowatts, KVA, and reactive loads (multiplication, addition, subtraction, and division).
- Possess adequate computer skills for record keeping, diagnostic work, researching on-line documentation, utilization of outage reporting system OMS & AMI system, making service order sheets, looking up billing data, making inquiries on our mapping system, and email correspondence.
- Possess organizational, influencing, customer service, and problem solving skills.
- Possess leadership abilities and be able to work as a member of a team.
- Possess adequate communications skills to interact with coworkers and customers.
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Access, Outlook).
- Possess a working knowledge of the APPA Safety Manual, National Electric Safety Code and National Electric Code.
- Gain a detailed knowledge of NU’s service territory, including substation feeder circuits and open points for switching operations.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

During times of natural disasters, pandemics, or other unique situations, NU is generally designated as an essential business. All employees are expected to continue performing job duties and responsibilities consistent with essential business requirements as directed by management on a case-by-case basis. The nature of the utility business requires all employees to be prepared to report to work at a job site or an NU facility at any time in the event of an emergency consistent with applicable local, state, or federal law.

**SIGNATURES:**

**Employee** \_\_\_\_\_ **Supervisor** \_\_\_\_\_

**Dept. Mgr.** \_\_\_\_\_ **Dept. V.P.** \_\_\_\_\_

**Human Res.** \_\_\_\_\_

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