



## Career Opportunity

<b>Job Title:</b>	Service Technician (QP)
<b>Career Opportunity #:</b>	212004 through 212017
<b>Status:</b>	Permanent Full Time
<b>Location:</b>	Various locations
<b>Date Closed:</b>	February 7, 2012

## Job Summary

The Service Technician Qualifying Position (QP), under the guidance of qualified Technicians, performs duties as trained from the trainee level to the qualified working level in the installation, operation and maintenance gas system facilities, including the delivery of customer services, in accordance with standards, specifications and accepted industry practices. The emphasis on certain aspects of the work varies by location.

Note:

This job is subject to the following:

- Service Technician Classification (including Force Move Provisions) Letter of Understanding.
- Supplementary Agreement: Training Provisions.
- Training Policy (Return Service Commitment).

## Core Responsibilities

### **Customer Service (can perform work independently upon completion of training module progression and field verification) - 50%**

- Perform customer services, including:
  - service, activate and re-activate gas appliances and equipment.
  - handle customer inquiries, complaints, trouble calls and emergency situations providing or recommending corrective measures.
  - gather and record data on service installations and distribution layouts.
  - prepare applications and coordinate the delivery for service and main extensions, alterations and retirements.
  - perform leak detection procedures on Corporate and customer gas lines.
  - provide rate and account information to customers.
  - collect delinquent accounts.
- Promote and maintain good public relations, by promoting the safe and efficient use of natural gas.
- Support and participate in the development, marketing, promotion and delivery of Corporate and Area initiatives.

### **Operation/Maintenance (can perform work independently upon completion of training module progression and field verification) - 50%**

- Perform maintenance, trouble shooting, operation and repair of gas system facilities and associated equipment.
- Build, install and remove meters and regulators; perform piping modifications; read meters; locate and repair gas leaks; connect and disconnect services.
- Locate underground facilities and inspect excavation work to ensure underground facilities are protected.
- Read and interpret facility maps and drawings as required for work assignments and as needed provide information for updating.
- Inspect and perform maintenance duties on Corporate facilities, offices, sites, vehicles and equipment.
- Perform administrative duties including ordering supplies, preparing, updating and maintaining accurate Corporate and/or Area programs, records, manuals, systems and files.
- Inspect the work of contractors/excavators to ensure the integrity of all Corporate facilities and compliance with specifications and standards.

## Qualifications

### **Education:**



- Grade 12 or equivalent.
- Successful completion of the STQP Induction Process.
- Valid Class 5 driver's license (copy must accompany job applications).
- Physically fit (documented by a doctor's certificate recognizing job requirement).

#### **Non-Optional Requirements:**

- Service Technician Qualification Program training modules.
- Applicable mandatory Occupational Health & Safety training, certifications and other Corporately required training and certification.

#### **Additional Information**

- Travel, including overnight stays away from bid headquarters is required on occasion.
- This job requires significant travel time.

#### **Skills and Abilities**

In the context of the job responsibilities, this job requires:

- Communication skills.
- Interpersonal skills.
- Organizational skills.
- Administrative skills.
- Customer service skills.
- Computer skills.
- Ability to use sound judgment in responding to customers.
- Ability to work independently as well as within a team.
- Ability to provide guidance and on-the-job training.
- Ability to use sound judgment in day to day activities.
- Ability to use sound judgment in making decisions in emergency situations.
- Ability to work with manual and power equipment and tools.
- The job holder is required to be physically fit.
- Commitment to continuous learning.

#### **How To Apply**

SaskEnergy delivers natural gas throughout Saskatchewan. We offer an array of challenging career opportunities, an attractive total rewards package and a warm and welcoming atmosphere. SaskEnergy values and supports a diverse workforce and appreciates all applications. Please forward your application no later than February 7, 2012.

**email:** [recruitment@saskenergy.com](mailto:recruitment@saskenergy.com)

**or**

**SaskEnergy Incorporated  
Human Resources  
8<sup>th</sup> Floor, 1777 Victoria Avenue  
Regina, SK S4P 4K5**

**or**

**Fax: (306) 777-9505**

SaskEnergy would like to thank all applicants for their interest however, only applicants under consideration will be contacted.