

Atmos Energy Corporation
Job Description

Title: Service Technician
Date Approved: 10/1/2002

Nonexempt
Grade 1

REPORTS TO: Division Operations Supervisor

BASIC FUNCTION:

Entry level position responsible for basic customer service field activities. May not perform covered tasks on an independent basis until qualified for that covered task under the Company's operator qualification program

PRIMARY DUTIES/RESPONSIBILITIES:

1. Executes customers' requests for service including connections, disconnections, leak investigations and appliance adjustments. Investigates high bill complaints.
2. Performs routine inspection of gas appliances. Advises customer of needed repairs and answers basic questions. Turns gas off as needed to ensure a safe environment is maintained.
3. Reads meters and records consumption for billing. Changes charts and calculates loss or gain from sub-meters.
4. Investigates, grades and repairs above ground leaks.
5. Makes basic repairs to meters and regulators. Sets and removes meters as necessary.
6. May collect delinquent accounts and disconnect service as necessary.
7. May assist with preparations for gas line extensions. Locates gas mains for new construction or other utility companies.
8. Inspects, adjusts, repairs and lights gas appliances. May install and repair gas lights. Turns gas off as needed to ensure a safe environment is maintained.
9. Responds to emergency and after hour service calls. *Once trained, be required to be "on-call"*
10. Performs other related duties as required.

MINIMUM REQUIREMENTS:

EDUCATIONAL/EXPERIENCE LEVEL:

1. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) plus the completion of the Operator Qualification program for Service Technician.
2. Valid driver's license

COMMUNICATION SKILLS:

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide basic types of factual information.

NUMERIC SKILLS:

Requires the ability to perform basic addition, subtraction, multiplication and division.

WORK CONDITIONS:

Works in an outdoor environment.

Requires frequently performing activities including, but not limited to, stooping, bending, crawling, kneeling, grasping, reaching, climbing and lifting objects up to 100 pounds (e.g. lifting and installing meters).

OTHER INFORMATION:

May have residency requirement due to call-out response time.

Must possess the sensory abilities to detect natural gas through sight, sound and smell.