



Position Title Technician

Company NEO

Location Mentor, OH

Department Operations

Posting Date _____ Posting Expiration Date _____

Primary Function

The Technician performs a wide variety of tasks in the field relating to the planning, installation, and maintenance of piping system, and to serving its residential, commercial and industrial customers. This individual's primary work is on the piping system, pressure regulating equipment, and customer meters. Daily duties entail performing installations, rebuilds, and adjustments of nearly any component of the utility field infrastructure. As well as locating natural gas facilities and meter reading.

The Operations Field Technician will enter businesses, industrial complexes, and customers' homes and makes contact with business proprietors, homeowners, and industrial plant owners and operators, mostly by explaining complex topics to these subjects. If necessary, this individual will prepare written memos communicating complex topics and problems to customers.

- Daily Customer Related Task
 - First Responder for Odor of gas complaints, CO complaints and pipeline emergencies
 - Able to recognize and react to Abnormal Operating Conditions
 - Accurately perform pressure tests using a gauge
 - Set and turn on customer meters
 - Perform customer request work orders including but not limited to:
 - Leak calls
 - Odor complaints
 - Final bills
 - Turn off, turn on, transfer of service, reread meters
- Compliance Tasks
 - Perform compliance tasks as assigned to them.
 - Perform Leak Survey using leak detection equipment
 - Regulator & relief inspections
 - Operate Key Valves
 - Cathodic inspections
 - Line Patrols, Exposed Pipe inspections
 - Odorants
- System Maintenance and Upkeep
 - Maintain right of ways by mowing and trimming weeds



- Weed eat and spray around above ground appurtenances
- Paint above ground appurtenances as needed
- Install line markers as needed
- Always patrol when driving the pipelines in our areas
- On call rotation

Qualifications

- Must be Safety Oriented.
- Must be able to remain calm and in control during emergency situations.
- Able to provide excellent customer service.
- Working knowledge using a computer, including applications such as Microsoft Office.
- Must be self-motivated and able to work with little direct supervision.
- Ability to plan, prioritize and organize daily assigned work.
- Ability to communicate clearly in both writing and speech.
- Must be able to accurately complete required daily paperwork.
- Able to Collaborate with other departments.
- Ability to obtain required Operator Qualifications

Selection Criteria

Required for Selection

- Minimum of 2 years Natural Gas Industry experience
- Must be able to adhere to NEO's drug free policies
- Ability to read and understand operations maps
- Knowledge of local, state and federal codes
- Able to work in extreme weather conditions
- Must be willing to work overtime as needed
- Must be able to be in a call out rotation and respond after hours, weekends and holidays
- Working knowledge of a computer
- Must have a valid driver's license
- High School diploma or equivalent

Preferred for selections

- Working knowledge of Microsoft Office
- Experience using leak detection equipment
- Experience using a Kuhlman gauge or equivalent

Application Process:

Internal candidates should complete the internal posting form and send the form to Annmarie Vincent, Human Resource Manager by the posting expiration date. Please include a resume if applicable.

