

# gas natural inc.

AND SUBSIDIARY COMPANIES

## JOB DESCRIPTION

<b>POSITION</b>	<b>Operations Supervisor</b>	<b>Salary Grade:</b>
<b>DEPARTMENT</b>	<b>Field Operations</b>	<b>FLSA Status: Non-Exempt</b>
<b>REPORTS TO</b>	<b>Operations Manager</b>	<b>October,2020</b>

### PRIMARY FUNCTION

The Operations Supervisor 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, customer meters, appliances, and commercial and industrial gas equipment. Daily duties entail performing installations, rebuilds, and adjustments of nearly any component of the utility field infrastructure and customer's gas equipment. They will also be responsible for supervising the daily activities of the Technicians and Mechanics groups. They will communicate with the Operations Manager daily to coordinate the work load and oversee that it is completed in a safe and timely manner.

The Operations Supervisor enters 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. You will also be responsible for the daily activities of the Technician group.

#### **Daily Responsibilities**

- Lead a crew on new construction activities
- Lead a crew on system maintenance
- Maintain a company vehicle
- Control job inventory
- Provide as-built information for company records
- Self-inspect company construction activities
- Have a working knowledge of system Town Border Stations, Farm Taps, District Regulator Stations and Service Regulators.
- Have job skills and abilities to work on various meters and regulators.
- Have a working knowledge of Pipeline Safety Regulations as required by local, state and federal agencies.
- Lead the group in their daily activities

#### **Miscellaneous**

- Maintain Operator Qualifications
- Be put into an on-call rotation
- Respond to Emergency situations
- Maintain company tools and equipment
- Will be expected to attend meetings and conference calls as needed
- Will be expected to attend training as required

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#### QUALIFICATIONS

High school diploma is required for this position. A minimum of 5 years of industry experience is required. Ability to communicate effectively in writing and verbally with co-workers and customers on a daily basis. Knowledge of Microsoft Word and Excel. Ability to perform daily work with computers. Ability to correctly fill out paperwork and submit/file accordingly.

#### COMPETENCIES

- Ability to clearly communicate complex ideas verbally and in writing is crucial for ease of understanding between customers, authorities, and fellow employees.
- An analytical ability to investigate electrical and mechanical indications and use them to arrive at solutions to complex problems facilitates job duties immensely. Possession of a manufacturer's certificate of training in electronic control devices; experience in corrosion control and the utility pipeline or plumbing industries; and college level coursework in industrial technologies is desired.
- A motor vehicle operator with valid license is required, and the applicant must be bondable with no record of felony convictions.
- Experience with Microsoft office as similar computer programs is desirable.

#### WORKING CONDITIONS

##### PHYSICAL DEMANDS:

Daily activity is fast paced, physically demanding, and with production goals. Duties involve heavy lifting and manual labor. The individual must be available for emergency call-outs and be able to work extended hours; job site reporting is common.

Majority of the workday is spent outdoors; therefore this individual is exposed to (and must have tolerance for) extremes of heat, cold, noise, and dust. Exposure to construction equipment and normal driving hazards is encountered regularly.

##### SAFETY SENSITIVE JOB:

This is a safety sensitive job and as such is subject to random drug testing as required by the U.S. Department of Transportation (D.O.T.). Employment is contingent upon passing a pre-employment physical examination and completing DOT OQ courses.

This job description is not a contract nor implied to be all-inclusive. As a result duties may change from time to time. This description should be reviewed at least annually to ensure duties are appropriately stated. The employee's signature acknowledges receipt of this description.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_