Palmer Gas & Oil Job Description

Job Title: Jurisdictional Technician. Flex
EEO Job Category: 3 – Technicians
Employment Classification: Non-exempt
Department: Tank Installation
Reports to:
Manager: Somersworth Branch Manager
Prepared By: Joanne L. Ermer
Created: February 7, 2025

SUMMARY
Provides customer service and satisfaction by efficient installation, inspection, and maintenance of a variety of propane storage, equipment, piping, and meters of Residential, Commercial, and Industrial customers in a manner that supports the company's commitment to service excellence and customer satisfaction.

Drives for the Delivery Department in the winter months. Refer to the delivery driver's job description for details.

WORK HOURS
Normal work schedule is 6:30 am to 5:00 pm with a half hour lunch break 4 days per week.
Or 7:00 am to 3:30 pm with a ½ hour lunch 5 days/week.
Occasionally, during our busy season, additional hours may be required to meet our business needs. On call emergency response team.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for efficient communication, harmonious interaction and support of co-workers and management team members.
- Drives company vehicles safely and performs requested service at customer's home or place of business to meet customer requirements and company productivity goals.
- Responds and drives to scheduled service call by dispatch.
- Responsible for safe installation of aboveground/underground indoor/outdoor gas piping, meters, regulators, appliances, and all associated equipment.
- Responsible for safe installation of aboveground/underground propane containers.
- Performs final connections, gas checks, tank inspections, and safety inspections at residential, commercial, and industrial locations.
- Performs maintenance and repairs on jurisdictional systems.
- Works closely with the Jurisdiction Technician Coordinator. Learns how to maintain Jurisdiction books and work with state inspectors.

- Performs propane emergency response operations, propane tank evacuations, and propane tank repairs.

- Maintains all required paperwork associated with service installations and service maintenance calls.

- Must be available to work outside normal business hours as needed when scheduled, and in emergency situations.

- Attend seminars, training classes, and meetings sponsored by company.

- Notes to customers account any issues that require repair or compromise delivery or service.

- Maintains stock, parts, tools and safety and personal protective equipment in the vehicle.

- Maintains company vehicle, including frequent interior and exterior cleaning, and refueling. Performs pre- and post-trip inspections and reports all vehicle conditions requiring attention for continued safe operation and proper vehicle maintenance.

- Assists in training new employees.

- Works on various projects and jobs assigned by the manager.

- Assists in performing tasks of other employees within the department as needed.

- Proficient in the use of electronic devices.

- Required to wear company provided uniforms.

- Always maintains and promotes company brand guidelines and core values (Friendly, Simple, Safe).

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be able to work independently and in a team environment
- Exceptional customer service skills.
- Must have NH gasfitter's license.
- Maine and Mass gasfitter's license a plus
- Must be willing to get all licenses that the company helps train
- CETP training

DOT Driver Qualifications

- Medical card must keep current.
- Must have CDL with Tank & Hazmat Endorsements
- Must have and maintain a safe driving record.
- Must have a medical examiner's certificate.
- Must comply with DOT regulations.
- Must be 21 years of age or above.
- Propane drivers must be able to smell propane.
- Oil drivers must be able to hear the whistle.
- Must be able to reach and complete connection to the top of a propane tank and read the gauge, operate the bleeder valve, and connect the hose to the fill.

SAFETY Working safely is a condition of employment. Employees are responsible for following all Palmer Gas & Oil safety policies and procedures, attending required safety meetings and training, and immediately correcting or reporting unsafe conditions.

Employees must immediately verbally report and photograph all vehicle crashes, injuries, or other incidents to their Manager. If the Manager is unavailable, the incident must be reported to the Safety Director, another Manager, or Human Resources.

Employees are expected to use all required personal protective equipment,
follow safe work practices, and perform only work for which they have been properly trained.

For employee safety and company fleet management, Palmer Gas & Oil has cameras installed in company vehicles.

EDUCATION and/or EXPERIENCE
Trade school. Three or more years of related experience and/or training; or equivalent combination of education and experience. NH gasfitters license is required. HVAC a plus. Must be able to pass PERC Education Program (PEP).

LANGUAGE SKILLS
Must speak fluent English. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

COMPUTER SKILLS
Microsoft Outlook, Ability to learn our computer software. Use Google Drive and search the employee intranet. Must be able to use a computer tablet.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee frequently is required to sit and climb or balance. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles, outside weather conditions, risk of electrical shock, and explosives. The employee is frequently exposed to wet and/or humid conditions and vibration. The employee is occasionally exposed to moving mechanical parts, high precarious places, and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Palmer Gas & Oil is a Drug Free Workplace. Must be able to pass a pre-employment drug screen and a criminal background check. Palmer Gas is an Equal Opportunity Employer.

Employee Acknowledgment:

_____
Employee's Printed Name

_____ _____
Employee's Signature Date

_____ _____
Manager's Signature Date