

## JOB DESCRIPTION

Position Title: Serviceman  
Department: Operations  
Supervisor: Operations Manager

FLSA Status: Non-Exempt  
Bargaining Unit/Non-Entry Level  
Work Classification: Line Crew  
Rate: 108% of Journeyman

### JOB SUMMARY:

The Serviceman is a Journeyman Lineman responsible for installing and connecting new services, maintenance of streetlights, responding to trouble calls and other line worker duties as required. This position must be able to perform one-man work, and will perform two-man service work with second serviceman. This position supervises the lineman or apprentice working as the second person on the service truck.

### JOB DUTIES AND RESPONSIBILITIES:

1. Installs and connects underground and overhead services.
2. Responds to trouble calls and outages. 1<sup>st</sup> response for outages during day, and coordination of after-hours outages. On call First Response duty can be assigned up to two (2) non-consecutive weeks per month. Assignment requires employee availability – 24 hours per day during assignment. A PUD Service Vehicle will be assigned and taken home during this assignment.
3. Repairs and replaces yard lights.
4. Troubleshoot customer electrical service complaints and problems.
5. Coordinates work with other District departments for a variety of requests, including disconnect/reconnects, meter reads, customer notifications (door hangers and field verification of District engineering or customer data.
6. Performs underground locates.
7. Patrolling, inspecting line and rights of way conditions, including identification of tree trimming areas and substandard distribution facilities.
8. Monitor voltage recordings, coordinate substation transformer testing with outside contractors, monitor and facilitate maintenance of regulator controls, check and facilitate maintenance of reclosers and controls, coordinate infrared inspections.
9. Work proficiently with all District meters, including reprogramming, testing.

10. Supervises and directs the lineman or apprentice working as second person on the service truck.
11. Serves internal and external customers by answering questions, offering assistance, providing services. Treats customers courteously and responds in a timely manner.
12. Professional behavior: Understands and follows District/supervisor expectations regarding appropriate dress, attendance, punctuality, scheduled and unscheduled time off, and appropriate use of District time, equipment and resources.
13. Performs other duties as assigned.
14. Assists the Operations Department with safety training and accident prevention program for union employees.

Education and experience: The position requires a valid Journeyman Lineman status recognized by the I.B.E.W., or equivalent, and a minimum of two (2) years of relevant experience in this status.

Skills, knowledge and abilities:

1. Thorough understanding of electrical worker's safety rules.
2. Ability to operate all tools and equipment of the trade.
3. Ability to communicate effectively and relate constructively with customers and coworkers.
4. Ability to work independently without specific direction, and to effectively organize and establish work priorities.
5. A valid Washington State Commercial Driver's License. (Class A)
6. Current first aid/CPR card.

PHYSICAL REQUIREMENTS:

Physical activities include: Driving and operating heavy and light trucks and equipment. Work is mainly outdoors, in all weather conditions. Drives for extended periods, in all driving conditions. Possesses verbal and oral abilities necessary to communicate effectively in person and on telephone. Possesses manual abilities to work with heavy and light tools and materials. Climbs poles; works at heights. Duties entail full body exertion, lifting, carrying, walking, pulling and pushing. Lifts up to 50 pounds.