

HURON BAY CO-OPERATIVE INC.

JOB DESCRIPTION

JOB TITLE: SERVICE TECHNICIAN 1

REPORTS TO: ENERGY MANAGER

PURPOSE AND SUMMARY STATEMENT

Under the direction of the Energy Manager, the Service Technician 1 is accountable for; the safe operation, maintenance, installation, and/or security of equipment and machinery, such as Cardlocks, petroleum equipment, and facilities and/or vehicles, while ensuring government codes are met. This position requires a Gas Technician 2 (G2) certification over and above a TSSA PM3 license.

The Service Technician 1 delivers value to customers in the areas of home heating, farm accounts, and commercial accounts by conducting service work and repairs, as well as providing general labour inside and outside the facility as required by the Manager.

SUPERVISION AND LEADERSHIP

- No supervisory role. May assist with the training of part time or seasonal employees.

ESSENTIAL JOB FUNCTIONS

- Follows service schedules with emphasis on time and cost efficiency, while ensuring dependable service is provided to all customers.
- Handles customer inquiries.
- Delivers, installs and removes Energy Department equipment for customers, while ensuring all government and TSSA codes are met. Significant work/projects are first discussed with the Energy Manager or the Service Technician 2.
- Provides back-up for the Energy Drivers.
- Maintains fuel equipment and/or vehicles, including Cardlocks, such as cleaning, painting, lubricating parts, checking fluid levels, refilling equipment tanks, and replacing filters in order to improve performance. Maintains freshly painted tanks and equipment with fresh logos and is expected to properly identify tanks that need refurbishing.
- Monitors parts and equipment inventory levels. Under direction of the Manager/ Service Technician 2, orders parts and ensures product inventories are maintained to service customers. Conducts inventory counts and assists with review of variance reports.
- Ensures that all associated documentation, including shipping and receiving, TSSA forms, and billing information is accurate and completed according to schedule.
- Ensures Energy yard and parts building are organized and maintained in accordance with HBC guidelines and the Manager's expectations.
- Provides general labour, including good housekeeping and operates equipment safely and efficiently inside and/or outside the facility as required
- Represents HBC in a competent and professional manner. Maintains assigned company vehicle in a manner which promotes company image.
- Assists in other areas as required.
- Maintains proper personal image and care of company assets.



- Working as part of the HBC team, ensures that company objectives, customer service levels, employee relations and inter-branch relations are improved and promoted.

OTHER JOB FUNCTIONS

- Follow the Occupational Health and Safety Act (OHSA) regulations for employees: use or wear any equipment, protective devices or clothing required by the employer; report any known workplace hazard to the employer or supervisor; report any known contravention of the Act or regulations to the employer or supervisor; not use or operate any equipment or work in a way that may endanger any worker.
- Participate in HBC training which includes, but not limited to, the mandatory Ministry of Labour course, HBC Health & Safety Standards and Policies, and Accessibility Policies (AODA).
- Assist with bulk deliveries as required.
- Performs other duties as assigned.

REQUIREMENTS

- Normally requires a high school diploma or equivalent. Must be at least 21 years of age. A combination of experience and training to provide general knowledge and skills required to safely operate transportation equipment may be considered and documented.
- Must possess a valid driver's license, AZ or DZ preferred or the willingness to obtain.
- Must possess a driving abstract that indicates no responsible accidents during the past 12 months, no driver's license suspensions or criminal acts, and a maximum of 5 demerit points accumulated.
- Exemptions to the above requirements must be justified, documented, and approved.
- Experience and/or training to provide the required knowledge and skills regarding the installation and removal of petroleum / propane equipment. Normally trained in several of the following of the following: G3, G2, OBT, PM3, CPPI (petroleum handling), Fuel Fire and Spills Response, ROT (propane handling), Propane Pump Attendant, Lifting Devices (forklift and crane) and Transportation of Dangerous Goods.
- Understanding and experience with fuel/propane equipment maintenance and installation and related inventory management with proven knowledge regarding the tank installation process in accordance with TSSA.
- Demonstrates safe driving techniques, with ability to operate a motor vehicle safely and efficiently in adverse road, weather, and traffic conditions; demonstrated time management such as determining cost efficient scheduling of maintenance and repairs.
- Demonstrates ability to read maps, follow specific delivery directions and instructions, follow posted safety rules and safe operating procedures to ensure proper techniques are performed; write and make accurate entries in daily report.
- Demonstrates basic math skills, such as the ability to add, subtract, multiply, and divide in all units of measure and understanding of basic computer skills as they relate to the position.
- Ability to work independently, and in a team-oriented environment.
- May be required to work extended hours, particularly during peak seasons.

WORKING CONDITIONS

- Work will sometimes be conducted in an office or warehouse environment. Regular outdoor activity should be expected, especially during peak seasons. Regular travel within and outside the market area will be required.



- Work will regularly be conducted outdoors or in a warehousing environment. Year around driving is part of the job. Driver can encounter all kinds of road, weather and traffic conditions and may load and unload freight in varying weather conditions at company or customer facilities.
- May be exposed to a moderate amount of climbing and working at heights.
- Frequent lifting, carrying and storage of materials and product weighing up to 25 kgs. may be required. On occasion may be required to lift product weighing up to 40 kgs.
- The Service Technician may be continuously exposed to dust, agricultural chemicals, fertilizers, fumes and smells from gasoline, propane, diesel, fuel, and lubricants.
- Additional hours, or time outside of normal hours, may be necessary due to operational requirements.
- CSA approved safety boots are mandatory safety attire. Other personal protective equipment may be required to be worn such as hard hats, coveralls, safety glasses, hearing protection, respiratory equipment, fall arrest equipment, hi-vis attire and dust masks.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required of personnel so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

