

# PROPANE INSTALLATION AND SERVICE TECHNICIAN

## POSITION DESCRIPTION:

Responsible for the maintenance, diagnosis, and repair of many types of propane storage tanks and propane supply systems at our customer's locations. This front-line field position ensures provides a high level of customer satisfaction and safety.

## GENERAL JOB DUTIES:

- Travels to customers' homes or places of business
- Prep, stage, installs and maintains gas piping systems, which includes but is not limited to underground gas lines, above-ground gas lines, inside piping, regulators, meters, and liquid dispensing systems.
- Assists with removal, transportation functions, troubleshooting, repairing, and maintaining propane systems and related equipment such as regulators and gauges.
- Preparing estimates for new installations and repairs, which may require researching current codes and standards for safety.
- Educates customers on the proper operation, maintenance and safety of appliances and gas equipment.
- Repairs equipment such as LP Furnaces, Water Heaters, LP appliances.
- Performs inspections and testing of propane systems and places propane systems in and out of service as necessary.
- Measuring and testing the pressure of propane tanks to ensure that they are working properly.
- Installing and maintaining piping systems for propane delivery to customers.
- Makes detailed check of installations, including gas and pressure checks, to ensure proper operations of Company's and customer's equipment.
- Completes required paperwork and documentation in a professional and legible manner.
- Maintains, paints, and repairs Company-owned equipment, which includes tanks, cylinders, valves, etc.
- Understands, follows, and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of propane equipment.
- Assists other technicians and/or other employees as needed.
- Represents the company professionally and respectfully in all interactions with customers and with the public.

- Attends and participates in company training programs.
- Ensures the safe use of company service vehicles. Utilizes company equipment safely and properly.
- Ensures the appearance and condition of company vehicles, equipment, tools, and other assets are safe, clean, and maintained.
- Inspects Company vehicle daily and reports any problems according to established Company policies and Department of Transportation regulations.
- Involved in special projects from time to time, depending on business need. Responsible for any other tasks and duties as assigned, which may or may not relate to service.

**REQUIRED SKILLS/ABILITIES:**

- Ability to obtain a TXRRC service and installation certification within twelve (12) months of employment (if not already certified)
- Ability to obtain a TXRRC propane delivery certification within three (3) months of employment (if not already certified)
- Willingness to grow and learn.
- To uphold a customer culture that continually strives to exceed expectations.
- Ability to solve problems and repair equipment on site.
- Service oriented.

**EDUCATION, CERTIFICATION, LICENSES REQUIRED:**

- High school diploma or equivalent required.
- Class A or B CDL license with hazmat and tanker endorsements required.
- Propane (LP) certification (highly preferred but not required).
- Ability to use navigation tools effectively and efficiently such as GPS, smartphone apps, and/or web-based or physical maps. Ability to maintain accurate driving and service logs and records.
- Ability to carry out a series of instructions with limited supervision.
- Knowledge of Federal Motor Carrier Safety Regulations.
- Must have a valid driver's license with a clean driving record.

## **PHYSICAL, MENTAL, AND BEHAVIORAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by the incumbent to successfully perform the essential functions of this job.

- Position requires the ability to stand, walk, stoop, kneel, crouch and manipulate (lift, carry, move) light to heavy weights of 10 to 100 lbs. for approximately 90% of the work shift.
- Ability to regularly climb in and out of a commercial motor vehicle, multiple times per work shift.
- Good hand eye coordination, arm hand and finger dexterity, including the ability to grasp and visual acuity to operate equipment is required, including at night.
- Frequent sitting, reaching with hands and arms.
- Must be able to speak and hear.
- Position is subject to pre-hire DOT medical certification requirements and drug and/or alcohol testing, as well as a physical abilities test performed by a company provider
- Must pass pre-employment screening and background check.
- Position may require working evening hours and weekends as needed.
- Work is normally performed outside where exposure to conditions of extreme heat/cold, fumes and gases is common. airborne particles

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK THAT IS EXPECTED TO BE PERFORMED. THEY ARE NOT INTENDED TO BE CONSTRUED AS AN EXHAUSTIVE LISTING OF ALL RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED. ALSO, WHETHER PARTICULAR DUTIES OR DEMANDS LISTED ABOVE OR ELSEWHERE ARE "ESSENTIAL" IS A CASE-BY-CASE DETERMINATION, DEPENDING ON THE OPERATIONAL REALITIES AND STAFFING AT THE INDIVIDUAL LOCATION.