



Delivery Driver/Service Technician

Summary of Position:

Responsible for the safe, professional, and timely delivery of propane to customers. Perform all types of work involved in the installation, maintenance, operation, removal, rearrangement, and inspection of propane tanks. This position reports to the Director of Operations.

Job Responsibilities:

Within the limits of established policies, procedures, and budgets, assumes responsibility and has commensurate authority as delegated by the Director of Operations for the following functions:

- Have a thorough understanding of propane and all propane job duties and responsibilities, and perform them on an as-needed basis.
- Deliver propane, set tanks, fill tanks, install service lines, install meters, leak test inside and outside, install regulators, and adjust regulators.
- Respond to the odor of propane, relight member's equipment as necessary, check pressure inside and/or outside, and pinpoint leaks.
- Must be Operator Qualified and possess a valid State of Ohio Class B CDL with Hazmat and Tanker Endorsements and a good driving record.
- Performs sales to customers, as needed.
- Maintain a good relationship with customers.
- Operates trencher and installs underground tanks and anodes.
- Take initiative to learn, to help others, and to recognize and identify work that needs to be done and do it within the scope of the position.
- Coordinate with Customer Service Representatives to effectively service customer accounts and assist with customer issue resolution.
- Perform daily inspection and maintain bobtails and service trucks.
- Be on call and manage on-call responsibilities for the effective response to customers during emergency situations that occur during non-working hours.
- Provides technical support and back-up functions as needed.
- Maintain a clean, neat, and orderly working environment.

- Promote and apply all safety practices to safeguard employees and the general public by following safety rules, regulations, and practices. Report irregularities and abnormal conditions.
- Attend safety meetings as required.
- Must participate and become certified in cooperative-sponsored Standard First Aid and CPR.
- Continue required education and safety guidelines as required with PUCO, DOT, and OSHA.
- Subject to random drug and alcohol testing consistent with DOT regulations and North Western Electric policies.
- Performs such other duties as directed by the Director of Operations or President/CEO.

Education and Experience:

- High school diploma or equivalent required.
- Work experience in the propane industry is desirable.
- Closely related job experience and specialized training may substitute for part of the knowledge requirements.

Skills and Abilities:

- Must maintain a State of Ohio Class B CDL with Hazmat and Tanker Endorsements and a good driving record.
- Must be able to operate computers and various software programs.
- Possess a good working knowledge of the tools and equipment used and working knowledge of propane standards.
- Must have good communication skills.
- Must be able to determine priorities and organize work effectively.
- Must be able to write neatly, read, and interpret written instructions, engineering drawings, plans, and specifications.
- Must be able to work without close supervision and have initiative.
- Occasional travel and overnight stays may be required.
- Must be able to handle the pressure of meeting multiple deadlines.
- Must have excellent organizational skills.