

JOB DESCRIPTION

Role Title: Meter Technician
Business Unit: Powercor Network Services
Reports to: Field Leader Metering Operations
Employment Type: Award (Pay Point 12+)
Last Evaluated/ Reviewed: August 2018
Additional Clause/s: Availability Duties / Pre-Employment Medical

Job Purpose	This role is part of a technical field based team that provides specialist Metering Field activities to agreed performance standards. The focus is technical competence and timely service delivery through effective planning and assessment whilst operating safely and efficiently. The role focuses on frontline delivery of works, relating to meter installation, testing and maintenance services, investigating and rectifying metering and communication faults, to both internal and external customers. The role is critical in ensuring a reliable, safe supply is maintained to customers, customer satisfaction is delivered, metering regulatory obligations are met and the efficient use of skill and resources is achieved. A condition of this role is that the incumbent gains all skills up to a minimum of pay point 15.
Key Responsibilities	Technical Know How
Plan, prepare, install, test and maintain revenue energy meters, communications systems and associated equipment - Network Service Level Agreement compliance - Install, maintain, test and commission revenue metering equipment for clients - Perform routine testing on Direct Connected Metering, Current and Voltage Transformer Connected Metering and Low Voltage Revenue Metering Current Transformers - Perform investigations and rectify metering communication faults Develop and implement detailed work plans to ensure customer driven performance measures are met - Implement clear logical step by step work plans to meet client expectations - Review own work schedule and monitor progress against the schedule - Effectively manage work priorities and make sensible decisions about the time required to complete tasks and to attend client appointments - Report to Field Leader on progress or completion of activities Customer Service - Complete all relevant field reports in a timely and accurate manner	Detail the Key Knowledge and Skills needed for the role: - Working knowledge of electricity distribution network assets - A detailed practical knowledge of metering and communications installation, testing and maintenance techniques - A proven ability to work effectively as a member of a team and the ability to be able to communicate effectively with customers and colleagues. - Use current data transfer systems as set out by CPAL and external clients for collecting/receiving field based information - A commitment to the promotion of a safe working environment and work procedures Maintenance systems proficiency - Utilisation of company systems & processes required for the proficient use of works management, time entry and materials procurement Behavioural Competencies Rank the five critical job related competencies and the level required to ensure that all the Key Responsibilities are achieved. This can be a

• Maintain the requirements of CP/PAL Quality and Customer Service Charters • Develop and maintain client relationships and partnerships consistent with the Customer Satisfaction model Workplace Health and Safety • Participate in WHS activities and training • Ensure all activities are undertaken in accordance with company safe working practices and procedures, WHS legislation, industry codes, specifications and standards • Report hazards, near misses and incidents as per CP/PAL 'Incident Management' procedure Develop innovative, creative solutions to problems • When confronted with problems or issues, use a logical approach to break down problems into simple components, options or alternatives • Identify basic causes of problems and take necessary action to resolve • Discuss proposed solution with Field Leader and agree on solution implementation	combination of Job Related Technical Competencies (with levels) and/or Behavioural Competencies from the Leadership Competencies framework. <i>For Behavioural Job Competencies, please refer to Behavioural Competency Framework for more information.</i> Communicates Effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences i.e. customers, internal/external stakeholders. Drives Engagement Creating a climate where people are motivated to do their best to help the organisation achieve its objectives. Decision Quality Making good and timely decisions that keep the organisation moving forward. Drives Results Consistently achieving results, even under tough circumstances. Optimising work processes Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement. Refer to CP/PAL 'Career Pathways – Meter Technician Competency Position'
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Education Experience	Dimensions
Education/Qualifications • Certificate III in ESI – Electro Technology Electrician [UEE30811] or equivalent • Energy Safe Victoria Electrician's Licence – A Class • Current Driver's License Experience • Previous work experience as a Revenue Metering Technician or as an Electrician or in a comparable Electrical Trade • A detailed practical knowledge of meter installation, meter communications, testing and maintenance techniques Leadership Experience • Nil	Budget: CAPEX: \$ N/A OPEX: \$ N/A FTE's: Number of Direct Reports: N/A Total number of FTE Employees: N/A

Core Values & Behaviours	Leadership Behaviours
Live Safely Safety is our first priority. We never compromise health and safety, either at work or at home. We are constantly aware of the risks to ourselves and others and actively manage them. We share our experiences so that we all learn. • Stop, think, plan then act • Look out for your workmates • Be aware of and follow safety procedures • Speak up if something is not safe Be Customer and Community Minded We listen to our customer, strive to meet their needs and keep them informed. We make a positive contribution to our communities. We deliver on our promises. • Do what you say you will do • Own the customer outcome • Help people understand why we do what we do • Be conscious of our environmental footprint • Treat customers as you would like to be treated Succeed Together We work together as a team and value the diversity and contribution of our workmates. We always act in a fair and responsible manner and show each other respect. We strive for success as a business while upholding the values that underpin everything we do. • Act with integrity and treat others with dignity and respect • Be honest and open in all dealings • Have courage to give and receive constructive feedback • Communicate with each other openly and often • Share and celebrate team success Be the Best You Can Be We strive for excellence in everything we do and are always accountable for our own performance. We give our best at all times and help our workmates do their best as well. • Have a 'can do' attitude – be courageous and resilient • Take charge of your development and growth • Treat the business as if it was your own Improve Our Business We drive and lead change to be more efficient and effective for the benefit of our work mates, shareholders and other stakeholders. • Be open to new ideas and ways of working • Speak up and express your ideas • Embrace new technology that helps you and others to do things better • Be part of the solution • Support each other to understand why change is occurring to meet any challenges	MANAGE SELF <i>Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.</i> • Demonstrates self-awareness • Nimble learning TAKE THE LEAD <i>Taking the lead and pushing for performance. Take charge, declaring, decisive. Push, hold people accountable.</i> • Communicates effectively • Courage • Drives vision and purpose ENABLE OTHERS <i>Creates conditions for others to lead and contribute. Empowers others. Listens, open to influence. Supports, treats people well.</i> • Attracts top talent • Builds effective teams • Develops talent • Drives Engagement STRATEGIC FOCUS <i>Position your team for the future. Set direction, drive improvements and growth, embrace innovation.</i> • Strategic mindset • Decision quality • Manages complexity • Financial and commercial acumen EXECUTION AND RESULTS <i>Position your team for the future. Set direction, drive improvements and growth, embrace innovation.</i> • Drives results • Ensures accountability • Optimising work processes