POSITION DESCRIPTION

Position Title:	**Service Technician - Ottertail**		
Description Number:	4.5.2	Classification:	Technical
Department:	Engineering and Operations	FLSA Status:	Non-exempt
Date issued/Revised:	October 2026	Employment Status:	Full-time

Summary of Position:

The Service Technician supports the safe and reliable operation of the Cooperative's natural gas distribution system and the day-to-day operations of the Ottertail facility. The position performs natural gas system maintenance, staking, construction coordination, and related regulatory compliance activities, while also supporting warehouse operations, materials and inventory management, and facility and grounds maintenance. Working independently and collaboratively with employees, contractors, and members, the Service Technician supports efficient field operations, timely service delivery, and safe, well-maintained facilities.

Job Responsibilities:

1. **Natural Gas System Operations & Maintenance**
   a. Perform operational and maintenance activities to support the integrity, safety, and reliability of the natural gas distribution system.
   b. Install, replace, disconnect, and maintain gas meters and related equipment.
   c. Complete service orders, work orders, and required system documentation.
   d. Locate, mark, and flag underground pipelines and utilities and coordinate contractor marking activities.
   e. Manage locate requests and responses through the Gopher State One Call system.
   f. Investigate gas leaks, perform repairs, and conduct routine system maintenance.
   g. Respond to natural gas emergencies as a first responder, including occasional after-hours response.
   h. Participate in natural gas regulatory compliance activities, including Minnesota Office of Pipeline Safety (MNOPS) program reviews, required training, and preparation and submission of regulatory reports and documentation.
   i. Support natural gas safety training initiatives and community awareness programs such as MNCAER (Minnesota Pipeline Community Awareness Emergency Response).

2. **Natural Gas Staking & Construction Coordination**
   a. Plan and coordinate natural gas line construction, upgrades, and service installations.
   b. Stake natural gas pipelines for new construction, rebuilds, relocations, and system changes in accordance with engineering standards and Cooperative policies.
   c. Prepare staking sheets, drawings, and construction documentation.
   d. Conduct site visits to assess pipeline routes and construction requirements.
   e. Communicate with members and contractors to coordinate service installations and construction activities.
   f. Obtain permits and secure right-of-way easements when required.
   g. Prepare construction cost estimates and maintain knowledge of system maps, specifications, and design standards.

h. Record pipeline locations using GPS following installation.
i. Coordinate natural gas construction contractors by assigning work, monitoring progress, inspecting completed installations, and verifying work meets Cooperative standards, specifications, and regulatory requirements.

3. **Materials, Warehouse & Inventory Management**
   a. Manage materials and warehouse operations at the Ottertail facility to support efficient field operations and accurate inventory control.
   b. Prepare and stage materials and equipment based on staking sheets, work orders, and construction specifications for use by Cooperative crews.
   c. Assemble metering equipment components and related materials for installation and service work.
   d. Deliver materials to job sites and support field crews with material needs.
   e. Receive, inspect, and document incoming warehouse and non-stock materials to verify accuracy and quality.
   f. Store materials properly and maintain organized warehouse, pole yard, and storage areas.
   g. Monitor inventory levels, verify stock and non-stock materials, and coordinate replenishment needs with the Materials Supervisor.
   h. Review and reconcile material charge-out documentation to reflect actual materials used and ensure proper departmental allocation.
   i. Evaluate returned materials for reuse, restock reusable items, and document or dispose of unusable materials according to Cooperative procedures.
   j. Maintain a clean, safe, and orderly warehouse and storage environment.
   k. Store, label, handle, and dispose of hazardous, caustic, corrosive, or toxic materials in accordance with MPCA and OSHA regulations and maintain compliance with the Cooperative's PCB (Polychlorinated Biphenyl) program, including documentation, testing, shipping, disposal, cleanup, and inspection procedures.

4. **Facilities & Grounds Maintenance**
   a. Maintain the Ottertail facility specifically the building, grounds, and surrounding work areas in a safe, functional, and professional condition, identifying and addressing potential hazards or maintenance concerns.
   b. Perform routine building maintenance and minor repairs to equipment and facility systems.
   c. Remove snow from sidewalks, driveways, and employee and public parking areas, prioritizing snow removal as needed outside normal work schedules.
   d. Perform general lawn and landscape maintenance including mowing, watering, pruning, raking, and spraying to maintain the grounds in excellent condition.
   e. Coordinate with internal staff or outside contractors when larger repairs or specialized maintenance are required.

This position description is intended to describe the general nature and level of work performed and is not an exhaustive list of all responsibilities. The Cooperative reserves the right to assign, modify, or adjust duties as business needs evolve.

This document does not constitute a contract of employment and may be updated as organizational needs change.

LREC is an equal opportunity employer and is committed to creating an inclusive environment for all employees.

Specifications:

Education and Experience:

- Combination of education and experience equivalent to four (4) years in utility operations, warehouse operations, material handling, construction, or a related field.
- Experience in inventory control, warehouse operations, or material handling preferred.
- Experience working with natural gas distribution systems or natural gas utility operations preferred.

Skills and Abilities:

- Ability to understand, interpret, and apply applicable utility construction specifications, natural gas operating procedures, safety standards, and Cooperative policies, including Rural Utilities Service (RUS) specifications and the LRES Operations Manual.
- Working knowledge of building systems, facility maintenance practices, and related tools and equipment necessary to support routine facility operations and repairs.
- Ability to read and interpret system maps, staking sheets, construction specifications, and operational documentation.
- Ability to operate natural gas service equipment, tools, and related technical devices.
- Ability to safely operate warehouse, material handling, grounds maintenance, and facility maintenance equipment.
- Ability to work independently, manage multiple priorities, and apply sound judgment in decision-making.
- Effective communication skills with employees, members, contractors, and other stakeholders.
- Working knowledge of Microsoft Office 365 and other business-related computer applications.
- Ability to learn and utilize systems, platforms, and related technologies.
- Ability to communicate clearly and effectively in English, both verbally and in writing.

Licenses & Certifications:

- Valid driver's license and ability to meet Cooperative insurability requirements.
- Ability to obtain and maintain a valid Commercial Driver's License (CDL) if required for assigned vehicle or equipment responsibilities.
- Ability to obtain and maintain required Operator Qualifications (OQ) for natural gas operations.
- Ability to obtain and maintain forklift operator certification.

Additional Expectations:

- Availability to support operations outside of standard business hours, including nights, weekends, and holidays, particularly during outages, natural gas emergencies, or critical operational events.
- Ability to work extended hours as needed to support Cooperative operations, including emergency response and seasonal facility maintenance.
- Maintains confidentiality of Cooperative, member, and employee information.

Work Environment & Expectations:

Work is performed in warehouse, facility, and field environments, including the Ottertail facility, natural gas distribution system locations, construction sites, and other Cooperative work areas. Responsibilities involve regular interaction with employees, members, contractors, and vendors, as well as independent work supporting natural gas operations, materials management, and facility maintenance.

This position primarily operates during standard business hours; however, as part of a utility organization, additional support may be required outside of normal hours in response to natural gas emergencies, outages, snow removal, facility emergencies, or other operational needs. The position may be contacted outside of standard business hours and expected to provide support by phone or on-site response as needed.

Work may involve exposure to outdoor weather conditions, uneven terrain, vehicular traffic, moving equipment, natural gas facilities and pressurized systems, chemicals, and other utility-related environmental conditions. Occasional travel may be required for training, meetings, and operational activities.

Physical Demands and Working Conditions:

The role requires frequent standing, walking, bending, kneeling, lifting, carrying, pushing, pulling, and operating tools, equipment, and material-handling machinery. Responsibilities include frequently lifting and moving materials weighing up to 50 pounds and occasionally up to 100 pounds. Work may require climbing ladders, working in awkward positions, and navigating uneven or slippery surfaces.

Field and facility responsibilities require working in varying weather conditions, including snow, ice, and extreme temperatures. The position requires visual, verbal, and hearing abilities sufficient to safely operate equipment, inspect facilities and natural gas systems, communicate effectively, and maintain situational awareness around moving equipment, vehicular traffic, hazardous materials, and active work areas.

Reporting Relationships:

Reports to:	Superintendent - Ottertail
Supervises:	No one
Team members:	Electric / Natural Gas Technician, Facilities Technician, Line Workers
External relationships:	Delivery services, contractors performing services for the Cooperative, salespersons and technical representatives.

Leading Self:

1. Communicate Effectively – Express ideas clearly and concisely. Provide information people need to know to do their jobs, and to convey motivation for being a member of the team.
2. Interpersonal Skills – Relate well to all people. Carefully listens to the ideas and suggestions of others. Understands own affect on situations and people. Accurately senses when to give and take when negotiating.
3. Manage Self/Results Oriented – Is action oriented, works hard and uses time and resources effectively and efficiently. Takes initiative, and completes projects.
4. Individual Performance and Technical Knowledge – Has the functional and technical knowledge and skills to do the job safely, efficiently, and productively
5. Continuous Learning – Is self-aware of personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve himself/herself
6. Adaptability – Learn quickly when facing new problems. Change approach midstream when something isn't working
7. Customer Focused – Dedicated to meeting the expectations and requirements of internal and external customers
8. Teamwork – Understands and be committed to the goals of the team. Collaborate well with others.
9. Business Focused – Understands LREC's and LRES's business and the impact of each employee's fair share of work. Uses time and resources to accomplish LREC and LRES business objectives.

Physical Demands Required to Perform Duties:

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

Physical Demands	Frequency Examples
Standing	Frequently
Walking	Frequently
Sitting	Frequently
Lifting, Carrying	Frequently lift equipment and materials weighing up to 50 lbs. Occasionally lift equipment and materials weighing up to 100 lbs.
Twisting, Pushing, Pulling	Frequently
Climbing, Balancing	Frequently
Kneeling, Crawling	Frequently
Talking	Frequently
Hearing	Frequently
Communication	Frequently
Visual ability	Frequently
Bending	Frequently
Gripping, Grasping	Frequently
Other physical demands	Frequently - Hand-eye coordination

Physical Demands Required to Perform Duties:

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

Working Conditions	Frequency Examples
Exposure to outdoor conditions	Frequently
Low visibility	Occasionally
Noise	Frequently exposed to noise level greater than 85 decibels
Moving parts	Frequently
Energized equipment	Frequently
High, exposed places	Not Applicable
Radiant energy	Occasionally
Exposure to chemicals	Frequently
Vehicular traffic	Frequently
LED/LCD screens	Occasionally
Slippery conditions	Occasionally
Other environmental conditions	Occasionally