

Job Title: Field Service Leader (Gas Utility)

Location: British Columbia

Salary: \$85,000 to \$100,000 per year

Reports to: Project Manager

Start Date: February 10, 2025



Job Summary:

We are seeking experienced and motivated Field Service Leaders to join our team in British Columbia. As the Field Service Leader, you will supervise and manage a team of Field Service Representatives responsible for the installation of gas meters for residential and small commercial customers. You will ensure all installations are completed safely, efficiently, and in compliance with all regulatory standards. This role requires strong leadership, management, and technical skills, including participating in and assisting with the training of Field Service Representatives.

Key Responsibilities:

- **Supervision and Management:**
 - Lead and manage a team of Field Service Representatives.
 - Assign and schedule work orders and ensure timely completion.
 - Monitor performance and provide regular feedback and coaching.
 - Conduct performance evaluations and implement improvement plans as needed.
- **Training Oversight:**
 - Participate in a paid 3-week training course for Field Service Leaders.
 - Assist in the training of Field Service Representatives, including providing guidance and support.
 - Ensure that all team members complete the training successfully and are prepared for field responsibilities.
 - Provide ongoing coaching and support to newly trained representatives as they transition to fieldwork.
- **Quality Assurance and Safety:**
 - Ensure all installations comply with relevant codes, standards, and regulations.
 - Conduct regular safety audits and ensure adherence to safety protocols.
 - Investigate and resolve any safety incidents or compliance issues.
- **Customer Service:**
 - Address escalated customer concerns and issues.
 - Maintain high levels of customer satisfaction through effective service delivery and problem resolution.

- Foster a customer-centric culture within the team.
- **Documentation and Reporting:**
 - Review and approve installation documentation and reports submitted by Field Service Representatives.
 - Maintain accurate records of team activities and performance.
 - Report on team performance and project status to the Project Manager.

Qualifications:

- **Education and Experience:**
 - High school diploma or equivalent.
 - Previous management and supervisory experience an asset.
 - Experience in gas fitting
 - Experience in the gas meter installation industry or a related field is preferred.
- **Skills and Competencies:**
 - Strong leadership and management skills.
 - Excellent problem-solving and troubleshooting abilities.
 - Effective communication and people skills.
 - Strong organizational and time management skills.
 - High level of technical and mechanical aptitude
 - Instruction and inspection skills
- **Certifications and Licenses:**
 - Class B license for gas fitting valid in British Columbia required.
 - Valid driver's license, abstract required.
 - Criminal background check required.

Benefits:

- Competitive salary ranging from \$85,000 to \$105,000 per year.
- Health and dental benefits package.
- Opportunities for professional development and career advancement.
- Supportive and dynamic team environment.

Application Process:

Interested candidates are invited to submit their resume and cover letter detailing their qualifications and experience. Please send your application to humanresources@metercor.com with the subject line "Field Service Leader Application".

Company Information:

Metercor supplies and installs metering products and remote reading systems for water, gas, and electric utilities across Canada. We are currently seeking Field Service Leaders as we install gas meters throughout British Columbia. Our team is committed to safety, quality, and customer satisfaction. Join us and be part of a company that values innovation, integrity, and excellence.

We are committed to providing reasonable accommodation throughout the recruitment process. If you require accommodation during the recruitment process, we invite you to submit your requests to us via humanresources@metercor.co. All information received will be kept confidential.

We thank all candidates for their interest, however only those selected to continue in the recruitment process will be contacted.

As this position is considered a position of trust and safety sensitive, you may be required to complete criminal record check and provide a drivers abstract in accordance with Metercor policies.

Metercor embraces diversity and inclusion. We are working to create a workforce that is as diverse as the communities we serve. We believe all candidates should be given the opportunity to fully participate during the recruitment process.