

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### UTILITY WORKER

DOT: 964.564-010

#### CORE SKILL COMPETENCIES/INDICATORS:

1. Can correctly assemble, install and repair metal or plastic pipe systems. (S, T)
2. Can communicate effectively with and about customer complaints and problems and give clear and satisfactory explanations. (IN, I)
3. Can charge out meters when appropriate, and process service connections/ service disconnections. (IN, T)
4. Can correctly operate and use hand tools, such as wrenches, bits, and pipe cutters. (T)
5. Can correctly operate and use power machines to cut, bend, and thread pipe. (T)
6. Can understand and verify accuracy of meter readings. (IN)
7. Can demonstrate and apply knowledge of safety and emergency equipment inspections. (IN, T)
8. Can inspect supplies such as tires, lights, brakes, gas, oil, and water to verify proper/safe operating levels. (IN, T)
9. Can demonstrate the ability to understand and follow written and oral directions. (IN)
10. Can perform functions related to automatic meter reading meters and processing equipment. (S,T)
11. Can collect customer payments in the field when appropriate. (I)
12. Can interpret and communicate organizational information, including rates, policies, and procedures. (IN, I, S)
13. Can perform clerical work related to connect/disconnect service. (IN, T)
14. Can operate communication equipment, including CB radios and/or telephones. (T)
15. Can correctly operate compactor equipment, jackhammer, and other tools used for repair and maintenance. (T)
16. Can demonstrate the ability to assist in general yard and shop work. (R, I, T)