



## **Job Description**

**JOB TITLE:** Journey Serviceworker  
**DEPARTMENT:** Electric Operations  
**RESPONSIBLE TO:** Electric Operations Supervisor  
**DATE:** August 2025

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### ***JOB CONTENT:***

Performs all types of skilled work relative to the construction and maintenance of the Board's overhead and underground electric system using the proper protective equipment to work on energized lines up to 15,000 volts and de-energized equipment up to 161,000 volts. Climbs poles, steel structures, ladders, and works aloft from aerial lift devices to install conductor, transformers, crossarms, insulators and other related equipment. Reads, interprets and works from maps, sketches or prints, portable electronic devices and electronic databases as required. Accurately records meter registration for all types of Board meters and properly completes the associated reports and forms. Reports and/or replaces damaged meters and inspects installations for possible meter tampering or otherwise dead meters. Reports abnormal, unsafe or other irregular conditions relating to electric system operations, meter reading, access to meters and equipment, or service to the customer's premises. This individual has completed a four (4) year apprenticeship program and must be able to perform any work related to the maintenance, operation and construction of the overhead and underground electric system, including troubleshooting duties, with the proper responsibility for safety and in accordance with the Board's standard practices and techniques and according to applicable codes without the need for field supervision. This individual is expected to safely drive and operate trucks, vehicles or other equipment as necessary to perform this job. Must represent a positive image of the Board and demonstrate a caring attitude toward the Board's customers. This individual is subject to pre-employment/transfer drug screening, random drug testing, and responsible for adhering to the Board's standards for a drug-free workplace.

### ***DUTIES AND RESPONSIBILITIES:***

1. Climbs poles, steel structures, ladders, and works aloft from aerial lift devices to perform all types of work on energized or de-energized lines and equipment such as stringing wire or installing conductor on poles, hanging transformers, building transformer banks, installing pad-mounted transformer stations, installing switchgear, lightning arresters, crossarms, insulators or other related equipment and hardware.
2. Uses a variety of hand, hydraulic, air, and battery-operated tools in installing electrical equipment and hardware.
3. Uses hot sticks, rubber gloves and sleeves, line hoses and other personal protective equipment to work on or near energized conductor; works on or near energized conductor and equipment up to 15,000 volts. Assists with switching electric circuits, closing fused disconnect switches and operating automatic circuit breakers and similar devices.
4. Assists with installing underground electric facilities, digging holes, setting poles, framing poles, trimming trees, painting, etc., as necessary for the maintenance and construction of the Board's overhead and underground electric system.

5. Reads, interprets and works from maps, sketches or prints, portable electronic devices and electronic databases as required.
6. Turns electric and water meters on and off according to orders, or as directed.
7. Checks for irregularities such as broken meter seals on active meters, possible meter tampering, and makes appropriate reports of such findings.
8. Answers all types of service calls, assists in power restoration efforts, troubleshoots as needed to diagnose and correct electric service abnormalities, and completes the appropriate service and time reports.
9. Communicates effectively with the Board's customers, answering appropriate questions as required.
10. Handles material, operates trucks or other equipment as necessary to perform the work.
11. Prepares field reports, material lists, service interruption reports, time sheets etc., as required.
12. Maintains equipment in a clean, usable and safe condition at all times.
13. Maintains a well-groomed, professional appearance and conducts himself/herself in a courteous manner.
14. Assists in training apprentice lineworkers and other new employees.
15. Performs other tasks and duties as directed.

***SUPERVISORY RESPONSIBILITY:***

None.

***EDUCATION AND TRAINING:***

Must have high school diploma or GED and five (5) years related experience which must include the successful completion of the TVPPA Lineman Apprenticeship Training Program or a similar accredited program recognized by the Board. Must have the ability to receive and carry out both oral and written instructions safely and efficiently. Must have a thorough knowledge of the methods, materials, tools and equipment used by the Board in the maintenance and construction of the overhead and underground electric system. Must be able to read, write and perform simple mathematical calculations. Must be able to read and interpret electric and water meter readings and accurately record the same. Must be able to interpret and work from maps, sketches or prints, portable electronic devices and electronic databases as required. Must be certified in current first aid practices. Requires the necessary skill to effectively communicate/interact with the public, other employees and supervisors of the Board in a polite, courteous, and professional fashion. Must have and maintain a valid Tennessee Class A Commercial Driver's License (CDL) when operating Board vehicles.

***RESPONSIBILITY:***

High degree of responsibility for performing work in such a manner as to assure personal safety and safety of others in the work area. Mistakes or errors in work performed could result in damages to equipment, failure of a portion of the electric system, endanger the health and safety of people and result in added costs to the Board. Responsible for operating designated Board equipment on public roads in accordance with all applicable safety rules and regulations.

***INTERNAL AND EXTERNAL CONTACTS:***

Daily contact with employees in the department both on a crew and individual basis. Regular contact with employees and supervisors in the department on a group basis. Occasional contact with employees and supervisors in other departments on a crew basis. Daily contact with the public.

***PHYSICAL DEMANDS OF JOB:***

Requires the ability to climb poles and work aloft from aerial equipment. Must have the physical stamina to work outside during all seasons of the year. Requires the ability to bend, stoop, lift and get into/out-of a vehicle many times a day. Requires the physical ability to pull switches when necessary which are estimated to demand the same physical strength as needed to pull 100 lbs. force horizontally. Requires above normal mental and visual alertness almost constantly. Subject to infrequent verbal abuse from irate customers.

***WORKING CONDITIONS:***

Works outside during all seasons of the year. Normally does not work in heavy rain or snow except during emergency conditions when work is performed under all types of weather conditions. Required to work on-call duty for assigned periods of time on a rotating basis. Normal shift will include a five (5) day week, forty (40) hours per week, Monday through Friday between 6 a.m. and 11:00 p.m., subject to modification. Occasionally requires working under stress and time pressures. Subject to call-in at any time for emergency work. Most work is performed on or near energized conductors or equipment.