

Gas distribution operator Job Description

A free job description template for the Gas industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This gas distribution operator job description template is designed to reflect Australian workplace standards and gas industry practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment and gas-safety laws.

1. Position overview

A gas distribution operator operates and monitors the gas distribution network that delivers gas safely to homes and businesses. The role combines hands-on field work with disciplined safety procedures, keeping the network running at the correct pressure and responding quickly when faults or leaks occur.

In Australia, gas distribution operators are typically classified under the Gas Industry Award 2020 (MA000061), commonly around Level 3 to Level 4 depending on skills, tickets and responsibilities. Their work spans pressure regulation, valve operation, field construction and maintenance of mains and services, and supporting new connections.

This template provides a foundation for creating clear, compliant job descriptions that attract skilled candidates while setting appropriate expectations for the role. Once hired, manage your field crews efficiently with rostering software.

2. Key responsibilities

Network monitoring and pressure regulation

Operating and monitoring the gas distribution network, adjusting pressure regulation equipment and keeping supply within safe operating parameters.

Valve operation

Operating network valves for isolation, purging and commissioning during planned works and emergency response.

Field construction and maintenance

Constructing, maintaining and repairing gas mains and service lines, including excavation, pipe laying and reinstatement.

Fault and leak response

Responding promptly to network faults and reported leaks, locating defects, making the site safe and completing repairs.

Plant and equipment operation

Operating plant, tools and equipment safely, and supporting new gas connections and metering works.

Safety and compliance

Following permit-to-work and gas-safety procedures, completing records accurately and complying with workplace health and safety requirements.

3. Skills and attributes

- Safety focus: Strict adherence to permit-to-work, gas-safety and confined-space procedures, and a proactive approach to hazard identification.
- Technical ability: Practical skills in pipe work, valve operation, plant operation and network maintenance and repair.
- Problem solving: Ability to diagnose network faults and leaks quickly and make sound decisions under pressure.
- Communication: Clear communication with control rooms, crew members and the public during works and emergency response.
- Reliability: Punctuality, dependability for on-call and availability duty, and consistent completion of scheduled works.
- Teamwork: Collaborative attitude working within field crews and coordinating with other trades and network staff.

4. Qualifications and requirements

The qualifications for gas distribution operator positions vary depending on the network and the type of works involved. Some are mandatory, while others are preferred or desirable.

- Gas industry operations qualifications (required) — Relevant gas industry operations units or equivalent technical certification
- Driver's licence (required) — Current driver's licence for field and network travel
- Site safety tickets — Confined-space, excavation and construction induction (white card) tickets are advantageous
- First aid certificate — Current first aid certification is desirable
- Working rights (required) — Eligibility to work in Australia

5. Working conditions

- Field and network work across a range of sites and weather conditions
- On-call and availability duty for network fault and emergency response
- Shift work including evenings, weekends and public holidays
- Wearing personal protective equipment (PPE) throughout works
- Confined-space entry and excavation work following safety procedures
- Physical work including lifting, digging and operating plant and equipment

6. Award information

Gas industry award 2020

Most gas distribution operator positions in Australia are covered by the Gas Industry Award 2020 (MA000061). This modern award sets minimum pay rates, penalty rates, allowances and conditions for employees engaged in the distribution and reticulation of gas. View current Gas Award pay rates.

The award uses an eight-level classification ladder, from Level 1 at \$26.44 per hour up to Level 8 at \$36.89 per hour (FY2026/27). A gas distribution operator typically sits around Level 3 to Level 4 depending on skills, tickets and responsibilities. Use award interpretation software to calculate pay accurately.

Penalties and availability duty

Under the Gas Industry Award, penalty rates apply for Saturday (150%), Sunday (200%) and public holiday (250%) work, with shift loadings for afternoon (115%) and night (130%) shifts and overtime paid at 150% and 200%. Casual employees receive a 25% loading.

Because network faults can occur at any time, operators are often rostered on availability duty. The award provides an availability duty allowance of \$290.97 per week for employees required to be on call. Confirm the current rates and allowances that apply to your network before finalising pay.

7. Frequently asked questions

About the role

Q: What does a gas distribution operator do?

A gas distribution operator operates and monitors the gas distribution network — regulating pressure, operating valves, constructing and maintaining mains and services, and responding to network faults and leaks. They follow permit-to-work and gas-safety procedures and support new gas connections. It is a field-based role combining technical skills with strict safety discipline.

Q: What award covers gas distribution operators in Australia?

Most gas distribution operator positions are covered by the Gas Industry Award 2020 (MA000061), which sets minimum pay, penalty rates and allowances for employees engaged in the distribution and reticulation of gas. Some larger networks operate under an enterprise agreement instead — always check which instrument applies to your business.

Q: What classification level should I use for a gas distribution operator?

Under the Gas Industry Award, gas distribution operators typically sit around Level 3 to Level 4 on the eight-level ladder, depending on their tickets, skills and responsibilities. Entry-level roles start lower and progress as operators gain experience and qualifications. See our Gas Award pay rates guide for current rates at each level.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties and availability allowance' or 'Competitive rate based on experience and tickets.' Check the current Gas Award rates for guidance.

Qualifications

Q: What qualifications do gas distribution operators need?

Operators generally need relevant gas industry operations qualifications or equivalent technical certification, a current driver's licence, and eligibility to work in Australia. Site safety tickets such as confined-space, excavation and a construction induction (white card) are commonly required for field works. Requirements vary by network, so confirm the specific tickets your works demand.

Q: What safety tickets should I require vs prefer for the role?

Mandatory requirements usually include relevant gas operations qualifications, a driver's licence and working rights in Australia. Preferred or role-specific tickets typically include confined-space entry, excavation, construction induction (white card) and first aid. Match the mandatory tickets to the actual works so you don't over-qualify or under-qualify the position.

Q: Do gas distribution operators need a driver's licence?

Yes, a current driver's licence is generally essential because the role involves travelling between network sites and responding to faults across a service area. Some roles may also require a specific licence class for network or plant vehicles. State licence requirements as mandatory in the job description.

Q: Can I hire gas distribution operators without experience?

Some networks hire and train entry-level operators, starting them at a lower classification level and building their tickets over time. However, safety-critical works such as confined-space entry and live-network operations require appropriate qualifications first. Be clear in the job description about which tickets must be held on day one versus obtained after hiring.

Employment

Q: Should I hire casual or permanent gas distribution operators?

This depends on your workload. Casual operators offer flexibility for variable works but attract a 25% casual loading. Permanent full-time or part-time staff provide consistency for network operations and on-call rosters, and may have higher retention. Many networks use a mix of permanent crews for core operations and casuals for peak project work.

Q: What penalty rates apply to gas distribution operators?

Under the Gas Industry Award, penalty rates apply for Saturday (150%), Sunday (200%) and public holiday (250%) work, with afternoon (115%) and night (130%) shift loadings and overtime at 150% and 200%. Casual employees receive a 25% loading. Use award interpretation software to calculate rates accurately.

Q: What is the availability duty allowance for gas industry staff?

The Gas Industry Award provides an availability duty allowance for employees required to be on call to respond to network faults and emergencies. For FY2026/27 this is \$290.97 per week. Confirm the current allowance and any related conditions in the award before finalising your on-call arrangements and pay.

Q: What should I include in a gas distribution operator employment contract?

Key elements include: position title and classification level, employment type (casual/part-time/full-time), hourly rate, applicable award (MA000061), on-call and availability duty arrangements, required tickets and qualifications, work location, and main duties. Use our digital employment contracts to simplify this process.

Rostering

Q: How do I roster gas distribution operators and on-call crews?

Balance planned works with fault-response coverage by building a clear roster and a separate availability duty roster. Rostering software helps you schedule shifts, track on-call weeks and give crews visibility of upcoming works. See our guide to rostering gas staff for a practical approach.

Q: How far in advance should I provide rosters to operators?

Provide rosters as far ahead as practical so field crews can plan, and check the notice and change requirements in the Gas Industry Award or your enterprise agreement. Using rostering software helps you publish rosters early and manage changes transparently.

Q: How do I manage availability duty and on-call fairly?

Rotate availability duty across qualified operators so no one carries a disproportionate on-call load, and track who is rostered on each week. Record the availability duty allowance for each on-call period and factor call-outs into fatigue management. Rostering tools make it easy to see coverage and rotate on-call duty evenly.

Q: How do I control labour costs across shifts and penalties?

Model the true cost of each shift including penalties, overtime and the availability allowance before you publish the roster. Our shift cost calculator and overtime and penalty rate calculator help you estimate costs, and award interpretation applies the correct rates automatically at payroll.