

Gas maintenance worker Job Description

A free job description template for the Gas industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This gas maintenance worker 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, gas safety and work health and safety laws.

1. Position overview

A gas maintenance worker keeps gas plant, distribution networks and metering equipment operating safely and reliably. The role combines hands-on mechanical and field skills with a disciplined approach to gas safety, isolation and permit-to-work procedures.

In Australia, gas maintenance workers are typically covered by the Gas Industry Award 2020 (MA000061). Depending on skills and responsibilities, most maintenance roles sit around Level 3 to Level 5 on the award's eight-level classification ladder, with progression tied to tickets, autonomy and the complexity of work performed.

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

2. Key responsibilities

Preventive maintenance

Carrying out scheduled preventive maintenance on gas plant, mains, services, regulators and metering equipment to keep the network operating reliably.

Corrective repairs

Diagnosing and repairing faults, assisting trades with breakdown work and returning equipment to service safely.

Inspection and testing

Conducting inspections, pressure and leak testing, and calibration checks to confirm equipment meets standards.

Fault response and make-safe

Responding to gas faults and emergencies, isolating supply and making sites safe under permit and isolation procedures.

Record keeping

Maintaining accurate maintenance records, job history and asset data in the computerised maintenance management system (CMMS).

Safety and compliance

Following isolation, permit-to-work and gas-safety procedures, and complying with work health and safety requirements at all times.

3. Skills and attributes

- Mechanical aptitude: Practical hands-on skills for maintaining and repairing gas plant, pipework, regulators and metering equipment.
- Safety focus: Disciplined adherence to isolation, permit-to-work and gas-safety procedures, with strong hazard awareness in the field.
- Fault diagnosis: Ability to methodically troubleshoot faults, interpret readings and identify the root cause of equipment problems.
- Record keeping: Accurate documentation of maintenance activities, test results and asset data in the CMMS.
- Teamwork: Collaborative attitude, willingness to assist trades and communicate clearly with depot and field colleagues.
- Reliability: Punctuality, availability for on-call and shift work, and a consistent, professional approach on site.

4. Qualifications and requirements

The qualifications for gas maintenance worker positions vary depending on the operator, network type and scope of work. Some are mandatory, while others are preferred or desirable.

- Gas or mechanical trade or operations certificate (required) — A relevant gas, mechanical trade or gas operations qualification appropriate to the role
- Site safety tickets (required) — Current site tickets such as confined space, gas test atmospheres, working at heights or white card as required
- Driver's licence (required) — Valid Australian driver's licence for field and depot travel
- Working rights (required) — Eligibility to work in Australia
- First aid certificate — Current first aid certification is desirable
- Previous gas or utilities experience — Experience in a similar maintenance or field role is advantageous but not essential

5. Working conditions

- Combination of field work across the network and depot-based maintenance
- On-call and availability duty rosters, with call-out for faults and emergencies
- Shift work including evenings, weekends and public holidays
- Physically demanding work including lifting, digging and working in varied weather
- Mandatory use of personal protective equipment (PPE) at all times
- Confined-space entry, excavation and trenching safety requirements

6. Award information

Gas industry award 2020

Most gas maintenance worker 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 gas industry. View current Gas Award pay rates.

The award uses an eight-level classification ladder, ranging from around \$26.44 per hour at Level 1 to \$36.89 per hour at Level 8 for FY2026/27. Gas maintenance workers typically sit around Level 3 to Level 5, with progression based on tickets, autonomy and the complexity of work. Casual employees receive a 25% loading. Use award interpretation software to calculate pay accurately.

Penalty rates and availability duty

Field and on-call work means penalty rates and allowances apply regularly. Under MA000061, Saturday work is paid at 150%, Sunday at 200% and public holidays at 250%, with afternoon shift at 115% and night shift at 130%. Overtime is generally paid at 150% for the first hours and 200% thereafter.

Workers rostered for on-call typically receive an availability duty allowance of around \$290.97 per week. Confirm the current rates that apply to your operation and use award interpretation software to apply penalties and allowances correctly.

7. Frequently asked questions

About the role

Q: What does a gas maintenance worker do?

A gas maintenance worker carries out preventive and corrective maintenance on gas plant, mains, services, regulators and metering equipment. They assist trades with repairs, conduct inspections and testing, respond to faults and make sites safe, and keep accurate maintenance records in the CMMS — all while following isolation, permit-to-work and gas-safety procedures.

Q: What award covers gas maintenance workers in Australia?

Most gas maintenance worker positions are covered by the Gas Industry Award 2020 (MA000061), which sets minimum pay rates, penalty rates, allowances and conditions for gas industry employees. Some operators may instead be covered by an enterprise agreement — always confirm which instrument applies to your business.

Q: What classification level should I use for a gas maintenance worker?

Under the Gas Industry Award's eight-level ladder, gas maintenance workers typically sit around Level 3 to Level 5, depending on tickets, autonomy and the complexity of the work. 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 rates 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 hourly rate based on tickets and experience.' Check the current Gas Award rates for guidance.

Qualifications

Q: What qualifications does a gas maintenance worker need?

Most roles require a relevant gas, mechanical trade or gas operations certificate, current site tickets (such as confined space, gas test atmospheres or working at heights), a valid driver's licence, and working rights in Australia. A first aid certificate and prior gas or utilities experience are often preferred but not essential.

Q: What tickets should I require vs prefer for a gas maintenance role?

Mandatory requirements usually include the relevant trade or operations qualification, confined-space and gas-test tickets appropriate to the work, a driver's licence, and working rights. Preferred items typically include first aid, working at heights, excavation or trenching competencies, and previous utilities experience. Match the mandatory tickets to your actual scope of work so you don't over-qualify the role.

Q: Do gas maintenance workers need a confined-space ticket?

If the role involves entering pits, chambers or other confined spaces — which is common in distribution and plant maintenance — a current confined-space entry and gas-test-atmospheres ticket is generally required. Confirm the specific tickets your sites and safety management system demand, and list them as mandatory in the job description.

Q: Can I hire gas maintenance workers without experience?

You can hire less-experienced candidates for lower classification levels and develop them through tickets and on-the-job training, but gas work is safety-critical, so all workers must hold the mandatory safety tickets and work under proper supervision and permit procedures. Focus on aptitude, safety attitude and willingness to gain the required qualifications.

Employment

Q: Should I hire casual or permanent gas maintenance workers?

This depends on your operation. Casual workers offer flexibility for variable workloads but attract a 25% casual loading under MA000061. Permanent full-time or part-time staff provide consistency for on-call rosters and better retention. Many operators use a mix of permanent core crews and casuals for peak or project work.

Q: What penalty rates apply to gas maintenance workers?

Under the Gas Industry Award (MA000061), Saturday work is paid at 150%, Sunday at 200% and public holidays at 250%. Afternoon shift attracts 115% and night shift 130%, while overtime is generally 150% for the first hours and 200% thereafter. Use award interpretation software to calculate rates accurately.

Q: What is the availability duty allowance for gas workers?

Workers rostered for on-call or availability duty under the Gas Industry Award typically receive an availability duty allowance of around \$290.97 per week for FY2026/27, on top of any call-out payments and penalties for hours actually worked. Confirm the current allowance and apply it correctly through your payroll or award interpretation setup.

Q: What should I include in a gas maintenance worker employment contract?

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

Rostering

Q: How do I roster on-call and availability duty for gas workers?

Plan availability duty on a fair, rotating basis so no one carries an unsustainable on-call load, and make sure the availability allowance and any call-out penalties flow through to pay. Rostering software helps you schedule on-call rotations, record call-outs and keep field crews visible in one place. See our guide on how to roster gas staff.

Q: How far in advance should I provide rosters to gas maintenance workers?

Provide rosters as far ahead as your award or enterprise agreement requires, and give staff clear notice of shift and on-call changes. Using rosters software helps ensure compliance and gives crews visibility of upcoming shifts and availability duty.

Q: How do I manage fatigue for shift and on-call gas workers?

Track hours worked, call-outs and rest breaks so workers get adequate recovery between shifts, and set clear policies on maximum consecutive on-call periods. Time and attendance and rostering tools make it easier to monitor hours and manage fatigue across field and depot teams.

Q: How do I control labour costs for a gas maintenance crew?

Model shift costs before you publish the roster so penalties, overtime and availability allowances don't blow the budget. Try our shift cost calculator and overtime & penalty rate calculator, then use rostering software to keep actual costs on target.