

## **SYSTEM OPERATOR**

Tri-County Electric Cooperative, Inc.

### **POSITION OBJECTIVE:**

To maintain radio communication with field personnel, operate the Outage Management System (OMS), National Information Solutions Cooperative (NISC) Data Management System, Supervisory Control and Data Acquisition (SCADA) and other automated systems, to assist members with service inquiries and to respond to all member outages promptly to ensure service is restored effectively and efficiently.

### **DUTIES AND RESPONSIBILITIES:**

- (a) Creates, maintains, and coordinates a service-order based dispatching system.
- (b) Operates the OMS, NISC Data Management System, SCADA and other automated systems effectively to ensure efficient power restoration.
- (c) Monitor TWACS system to ensure it is in proper working order at all substation locations.
- (d) Maintains constant monitoring of all communications in the field to know where service crews and field personnel are located.
- (e) Receives telephone calls and creates service orders regarding Cooperative business, member concerns, complaints, maintenance items, emergencies, outages, etc.
- (f) Routes incoming telephone calls to the appropriate personnel as needed and provide accurate information to the member as requested.
- (g) Maintain a chronological log of system conditions, clearances, hot line orders, radio communications, breaker operations, and all pertinent conditions.
- (h) Exercises control over the entire power system utilizing analog and digital telemetry data and operates remote equipment by supervisory control (SCADA).
- (i) Monitors voltage levels, power flows, gas pressures, microwave and supervisory equipment on a constant basis to ensure proper operation of equipment and reliable service conditions.
- (j) Maintain the confidentiality of all information processed in the normal course of work except when legally authorized to disclose it.
- (k) Relay radio messages to field personnel as requested.
- (l) Process member credit card payments as required.
- (m) Create service interruption reports and immediately contact service personnel on stand-by.
- (n) Update and maintain required outage and incident reports.
- (o) Maintain accurate log of all traffic entering the locked warehouse gate.
- (p) Assist with disconnects for non-payment and collections as required.
- (q) Verify all field employee locations through use of Automated Vehicle Location (AVL) Software.

- (r) To familiarize oncoming personnel of field personnel locations, current operating conditions, pending activities and other pertinent information before leaving duty.
- (s) Perform routine housekeeping in Dispatch Center as needed.
- (t) Report all pertinent system disturbances and activities to the Lead Dispatcher and applicable down line personnel.
- (u) Monitor security cameras to ensure the safety of the Cooperative's personnel and property.
- (v) Perform special work assignments and projects as required.
- (w) Maintain daily e-time record.
- (x) Participates in safety meetings, training programs and annual meeting as required.
- (y) This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- (a) High school diploma or equivalent required.
- (b) Must have the ability to hear pertinent conversations and radio traffic in an active control room environment.
- (c) Must demonstrate acceptable telephone and radio voice projection with good enunciation.
- (d) Must have visual acuity and be able to distinguish colors.
- (e) Must have legible handwriting.
- (f) Must be able to handle multiple tasks at the same time and remain focused under pressure.
- (g) Must have efficient organizational skills and be detail oriented.
- (h) Knowledge of distribution system operations, system configuration and layout, radio and telephone communication procedures required.
- (i) Use of personal computer applications including database, spreadsheet and word processing software required.

#### **PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:**

Job requires sitting most of the time. Primarily inside work at a desk. Requires repetitive motion of hands and fingers. Normal inside office conditions with shift work involved and subject to 24-hour call. Must be able to maintain high mental acuity for extended periods of time while working in emergency situations with speed and accuracy. May be asked to work nonstandard work hours in the event of a major outage. Overtime required.

#### **REPORTS TO:**

Lead System Operator

#### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

**POTENTIAL CAREER PATH:**

Lead System Operator

Member Service Representative

Member Service Specialist

Accounts Receivable/Payable Assistant