

SOUTHERN RIVERS ENERGY
Position Description/Specifications

SYSTEM OPERATOR I

Objective:

To provide support to the Operations and Engineering Departments and is responsible for collecting and processing of information in regards to outages, work orders, mapping, SCADA operation and other work and maintaining radio communication with field personnel.

Position Specifications:

- A. Education and Experience/Job Knowledge:
- A minimum of a high school diploma or GED.
 - Must have experience in Microsoft Word, Excel and Access.
 - Must have 1+ years of experience working with computer software systems.
 - Dispatch experience is preferred.
- B. Abilities & Skills:
- Must have or obtain First Aid/CPR certification.
 - Ability to handle a variety of diverse tasks and organize work and meet deadlines.
 - Must be able to pass any required drug test and new hire physical examination.
 - Must be able to maintain the confidentiality of any information received through any business affairs.
 - Must be able to work in overtime/on call situations.
 - Must be able to work calmly, effectively and professionally in a crisis situation.
 - Must be able to communicate effectively and efficiently, both orally and in writing.
 - Must have excellent listening skills.
 - Must be able to read and comprehend job-related paperwork, company publications and safety information.
 - Must be/become familiar with the following: computer, other specialized utility equipment, basic office equipment.
 - Must obtain and maintain ITS Switching Certification.
 - Must maintain a valid driver's license.
- C. Working Conditions:
- Primarily office work.
 - May require extended hours with limited physical activity
 - Required good finger dexterity, repetitive motions with hands and fingers.
 - Occasional travel for trainings and meetings.
 - Shift work is required

Responsibilities:

- A. Safety of the public, SRE personnel and the distribution system is the highest responsibility. Must be situationally aware and alert, treat fellow employees in a professional manner and maintain mental clarity at all times, particularly in times of high stress.

- B. Operate the radio, log communications, dispatch to personnel, assist personnel by looking up information when needed and communicate with SRE Staff in regards to system events.
- C. Receive and manage outage tickets and trouble calls, dispatch to crews, and prepare monthly and year end outage summaries.
- D. Prepare and approve switching and lockout – tagout orders that will isolate work areas without causing power outages, referring to switching on lines of power systems.
- E. On a daily basis, distribute all generated service orders and work orders, and document service orders and work orders with information supplied by the Operations and Engineering departments and other sources (such as building permits) prior to processing. [Service orders including, but not limited to, transformers, line maintenance, security lights, blinks, voltage problems, meters and tree notes] Performs checks for accuracy of all work while processing service orders, work orders and other documents. Accurately processing
- F. On a daily basis, updates all the afterhours service links, cutoff information, and all standby notes. Coordinates and communicates with the afterhours service on all scheduling changes, daily specific notes for accounts, and office closures.
- G. Update status of outages via social media, website, staff communications, or any other avenue deemed necessary by management.
- H. Calculate power equations.
- I. Monitor the security cameras and alert proper personnel of any issues.
- J. Maintain and publish weekly standby schedule. Maintain and publish yearly standby & dispatch schedule.
- K. Participates in after-hours on-call dispatch rotation.
- L. Develop and maintain a thorough working knowledge of engineering mapping procedures and RUS construction practices.
- M. Utilize GIS and mapping software to update and maintain SRE mapping system.
- N. Assist staking personnel with necessary drawings for easements, permits, and other engineering documents. Assist personnel in retrieval and application of engineering data and maps.
- O. Performs all work required of the GIS area to insure information relating to the service order and work order processes is properly entered and updated into the GIS mapping, accounting and information systems on a daily basis. Prepare and print finished and/or custom maps, drawings, and charts from GIS.
- P. Performs data checks for accuracy of the system and prepares maps for field checking.
- Q. Prepares file for use in outage management and distribution model programs

- R. Develop and maintain a thorough working knowledge of SCADA operations, procedures and practices, including maintaining databases and/or applications for SCADA engineering, asset management, etc. as required or directed: Create and maintain analog reports; daily, monthly for amps, volts, operation counts, etc.
- S. Assist personnel with commissioning, operation and maintenance of SCADA connected substation and field devices. Assist personnel in troubleshooting SCADA related systems and devices.
- T. Comply with SRE's safety rules and regulations while performing duties. Comply with OSHA rules and regulations. Comply with SRE's Cooperative and Employee Policies and Procedures as set down by Management and the Board of Directors.
- U. Attend and participate in safety/employee meetings, annual meetings, and training programs.
- V. Represent the Cooperative with professionalism and integrity when in contact with members/customers, the general public, consultants, contractors, vendors or other businesses and fellow employees.
- W. Makes recommendations to direct supervisor regarding process improvement and problem resolution when independent action would exceed scope of authority.
- X. Perform other duties and assist other personnel as assigned.

Relationships:

- A. Internal:
 - Reports to and operates under the direction of: System Operator Supervisor
 - Cooperates with all departments and personnel to provide assistance and information as required.
 - Communicates with Construction Superintendent and Engineering Supervisor to provide information on any issues or problems with the SRE system. Develops reports on outages and any other reports as needed.
 - Directs: This is a non-supervisory position.
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- B. External:
 - Membership – Maintain a good attitude and relations with members in all necessary dealing.
 - General Public – Maintain a good attitude and relations in all contacts with the General Public.

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