

CLASS TITLE: Operations Coordinator

CLASS FUNCTION: Help achieve Adams Columbia Electric Cooperative's mission of providing the safe, reliable delivery of electricity to the members by providing support and coordination of work for Engineering and Operations teams along with reliable and professional support to the members.

REPORTING RELATIONSHIPS:

Reports to: Manager – Operations

EXAMPLES OF DUTIES: (illustrative, not inclusive)

- Become familiar with the job duties of Operations & Engineering staff and assist as needed in day-to-day activities in their absences;
- Written and verbal communications with members, contractors, various government entities concerning specifications, project status, service requirements, permits, inspections;
- Coordinate various tasks with Distribution Design Technicians, Contractors, and Operations Supervisors as well as scheduling appointments;
- Analyze/research work orders and invoicing for process accuracy;
- Maintain and update Standby Rotation schedules, approved vacation schedules for Operations Department, crew and contractor work schedules, planning meeting schedules;
- Pick up, deliver and sort in-coming, out-going and inner office mail; process payments, organize and update bulletin board and postings;
- Process and prepare locate tickets, work orders, service orders, and inventory tickets for crews;
- Ensure all documents required are prepared, processed, and documented utilizing CIS and ABS software as needed;
- Ensure Operations and Engineering personnel are informed on the status of jobs and creates reports as requested;
- Resources service orders for scheduling and keeps track of service orders for completion;
- Works with AMR system updating meters, pinging meters, creating service orders, etc.;

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- Performs a variety of record keeping for electrical system maintenance, building and ground maintenance, contractor manuals, work plan projects, and miscellaneous operational rules, regulations, and processes;
- Coordinate and track various equipment, tool, regulator, and sub inspections for maintenance;
- Coordinate and track various contracted work such as vegetation management, including preparing contracts, maps, invoices, etc.;
- Works with Outage Management System (OMS) and Interactive Voice Response (IVR) systems to coordinate outages, dispatch, and track as required; manages automated outbound calls to members. Retrieve and process data as it relates to outage reporting and system reliability;
- Monitors provided load data to assess and execute load control events;
- Responsible to follow work order procedure duties which include the process of work orders, true ups, locates, CIS updates and contractor scheduling;
- Analyze material issued to work orders to verify accuracy;
- Review time entry of employees to verify accuracy;
- Works with various government agencies to maintain list of electrical inspectors and inspection requirements;
- Comply with safety rules and regulations by wearing and using the proper protective equipment when necessary;
- Process easements and permits as needed for each project as required;
- Be flexible and adaptable to the changes that occur in the needs of the cooperative and the membership;
- Contributes to departments and Cooperative performance by completing other related duties as assigned;
- Works overtime as needed, occasionally reporting to other offices after hours to perform responsibilities during emergency events.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of various computer software programs, including Microsoft programs;
- Shall have demonstrated good teamwork skills;
- Ability to take work direction from supervisors and pursue those instructions in a self-directed manner;
- Ability to cope with multiple tasks simultaneously or rapid succession;
- Ability to work and communicate well, both orally and in writing, with existing and prospective members and present a good image for the Cooperative;
- Ability to learn and adapt to a changing work environment and changes that occur in the position.

EXTERNAL RELATIONSHIPS:

- Members – Consumers
- Dealer and Vendors Representatives
- General Public
- Consultants
- Federal, County and State Highway Departments
- Contractors

NECESSARY QUALIFICATIONS:

- High School Diploma with some related schooling and/or equivalent experience.
- Must hold a valid Wisconsin drivers license.

DESIRABLE QUALIFICATIONS:

- Two-year Associate's degree in accounting or business administration, plus a minimum of 2 years RUS accounting and customer service experience; or a combination of education and experience providing equivalent knowledge.
- Basic understanding electrical distribution equipment such as meters and transformers as related to customer needs and requirements.

- Understands computer related software and office equipment to maintain construction information and other operational procedures, including but not limited to the staking program.
- Reads system maps to assist line personnel, contractors, and members to determine project locations.
- Understands RUS accounting, materials, construction units/specification, design practices and work order procedures.

PHYSICAL QUALIFICATIONS:

Works in a climate-controlled office environment with minimal physical exertion. Frequently interacts with consumers and internal personnel via verbal, written, and radio communication.

Ability to hear and interpret radio traffic on different frequencies and respond in a clear strong voice.

2/2021