



SYSTEM OPERATOR

I. POSITION SUMMARY:

The System Operator will serve the members and support the goals of Jefferson Energy Cooperative by monitoring the distribution system through SCADA and Outage Management Software; aids in restoring of power; providing communications between JEC field personnel and the office; and providing an after-hours link between the member/consumer and Member Services personnel for handling complaints, connects/disconnects.

II. REPORTING RELATIONSHIPS

- A. Reports to: Control Room Supervisor
- B. Directs: None

III. MAJOR RESPONSIBILITIES/ ESSENTIAL FUNCTIONS OF POSITION:

- A. Receive telephone calls pertaining to outages, reconnects for non-payment, meter connects and disconnects, or other calls after hours.
- B. Oversee outage situations and efficiently dispatch the appropriate personnel to safely restore power as soon as possible.
- C. Properly maintain outage and system data in the Outage Management System.
- D. Write switching orders correctly and according to JEC procedures.
- E. Properly execute switching orders utilizing SCADA.
- F. Report all abnormal conditions to proper personnel according to established procedures.
- G. Prepare orders involving service and dispatch to the proper party for completion.
- H. Monitor the SCADA system and other control room equipment. This involves keeping watch over system loads, distribution system equipment status, , and radio equipment.



- I. Accurately monitor and maintain appropriate records for energy source control, Call Out log, Delivery log, Substation Entry/Exit and the reconnect afterhours log.
- J. Utilize SCADA and Distribution Automation to sectionalize outages and switch loads in order to minimize outage durations and the number of members/consumers affected.
- K. Utilize AMI system to assist in performing various job functions.
- L. Utilize the lighting control software to monitor, control, and troubleshoot outdoor light issues.
- M. Fully understand and effectively utilize the computer tools and technology available in the control room in order to make sound decisions concerning conditions on the distribution system and to provide effective and efficient dispatching.
- N. Keep up-to-date on all policies, procedures and programs affecting JEC members/consumers. (Deposits, after hour fees, load management, prepaid accounts, etc.).
- O. Answer questions from members/consumers regarding any program and promotes goodwill concerning these programs, as well as other JEC involvements.
- P. Interact with members/consumers, general public, employees and all other persons and organizations in a friendly, courteous, and helpful manner.
- Q. Work cooperatively with other Jefferson Energy employees to promote the “team” concept at all times.
- R. Make himself/ herself available for any work that may be required at times other than normal scheduled working hours.
- S. Performs the duties of this position in a manner which is in accordance with established policies, practices, and procedures to make a maximum contribution to the objectives of Jefferson Energy.
- T. Attend job training and safety meetings.



NOTE: The above are major responsibilities/ essential functions of this position. They are not intended to cover each aspect of the position as the scope, duties, and functions of a given position may change or be temporarily altered based on the business needs of JEC. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

The **SYSTEM OPERATOR** shall be required to perform any other duties assigned in order to fulfill the objective of the cooperative.

IV. EXTERNAL RELATIONSHIPS

- A. Members/Customers: Outages and disconnects.
- B. Georgia Power: System operations (transmission): Coordinate activities for outages and switching.
- C. Georgia Systems Operation Company: Systems operations (OPC substations and transmission). Coordinate activities and exchange information.
- D. Members/Consumers: Responding to requests and concerns.
- E. Cooperative Response Center: Disconnects for non-pay, trouble calls and emergencies.
- F. Emergency Agencies.



POSITION SPECIFICATIONS SYSTEM OPERATOR

Job Knowledge, Training Experience:

Required:

An associate's or two-year technical degree;
Experience may be considered in lieu of educational requirements;
Satisfactory Work Keys scores.

Preferred:

Experience in engineering, staking, line construction or related field;
Previous experience at another cooperative; Distribution Switching
Certification; ITS switching certification.

Abilities and Skills:

Must have excellent communication skills;
Must be able to interact with members, general public, and other persons and organizations in a friendly, courteous, and helpful manner;
Must be able to operate a personal computer, SCADA terminal, fax, radio, outage management system, and mainframe (member/consumer accounts);
Position performs a variety of duties which require a high degree of accuracy, multitasking and attention to detail.

Working Conditions and Physical Effort:

This is an indoor position. This position includes rotating shifts, weekend shifts, and holiday shifts. Some overtime may be required during power outages and heavy workload.

Must be able to stand, walk and stoop.

Jefferson Energy Cooperative is a drug free workplace. After an offer of employment has been made, a pre-employment drug screen is required.



Progression of System Operator

Apprentice System Operator:

Entry level position.

System Operator I:

Entry level position with all Required Job Knowledge, Training and Experience listed in Position Specifications or a minimum of two years satisfactory performance as an Apprentice Operator, successful completion of Distribution Switching Certification and ITS certification, successful completion of Module One of the System Operator Certification Program, and recommendation of supervisor. Successful completion of Level 1 SCADA Training and Testing.

System Operator II:

A **minimum** of two years satisfactory performance as a System Operator I, successful completion of Module Two of the System Operator Certification Program, and recommendation of supervisor. Successful completion of Level 2 SCADA Training and Testing.

System Operator III

A **minimum** of two years satisfactory performance as a System Operator II, successful completion of Module Three of the System Operator Certification Program, and recommendation of supervisor. Successful completion of Level 3 SCADA Training and Testing.