



Position Description and Specifications

Position title: **Operations Assistant**
FLSA status: Non-exempt

Incumbent: none

Department: Operations
Revised: June 2007

Supervisor: Operations Manager

Performance Factors Level:

Customer Focus	3
Teamwork	3
Innovation	2
Communication	2
Initiative	2
Safety and Quality Focus	2
Leadership	1

Development/Learning Curve: 2 Years

Position Purpose:

The operations assistant will provide exceptional customer service consistent with cooperative goals and expectations. The position will provide administrative & technical assistance to ensure the efficient and effective function of the operations department. The assistant will apply the cooperative's tariff, policies and procedures as implemented by cooperative board.

Dimensions:

- Provides administrative assistance to the operations department of 24 employees
- Administrative on-call duties and normal after hours rotation
- Overtime as needed

Reporting:

- The operations assistant is a member of the operations staff and reports directly to the operations manager
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Principal Accountabilities:

- Assist in work order process from starting work order to the field work being completed and sent to the accounting department; function as a liaison with the accounting department during the closing of work orders or questions about work order costs
- Provide administrative support for the operations department utilizing strong organization and communications skills including assistance with monthly, quarterly and annual department reports or other projects as assigned
- Assist with digitized mapping and staking sheet updates using computer drafting software; industry specific software
- Assist with the coordination and daily maintenance of automated meter reading software and related equipment

- First contact with customers requesting new service, split service or system improvements in mailing of information, collection of funds and communicating with line staking technician
- Assist with maintenance and inspection reports and programs
- Assist with acquiring easements and permits
- Work with various companies locating Cooperative distribution facilities. Direct communication with other utility companies when questions arise
- Complete activities regarding input of purchase orders, material receiving off packing lists
- Input monthly changes of meters, transformers, capacitors, OCRs, auto boosters, regulators, transformers, fuses, meter and other related inventory
- Construction assembly unit and aid the accounting department with standard unit cost updates
- Assist with physical inventory counts and/or balance monthly and yearly material inventory
- Implement and adhere to a record retention policy for the operations department in compliance with RUS, federal, state and auditor's guidelines
- Attend any needed training, meetings and events
- Device, line section, phase change computer updates (connectivity model maintenance)
- Maintain electric (only) service orders for operations staff, and close completed orders, file and prepare monthly service order summary
- Maintain relationship with after hours dispatch center by acting as day-to-day liaison and advance notification to customer regarding pre-planned outages
- Record and maintain Outage Management Systems reports
- Dispatch and radio operation during regular office hours
- Write and analyze queries and reports as requested by Supervisor
- Internal communications; Two-way communication with the immediate supervisor for assistance, direction, approvals and information on the assigned duties
- Maintain all operation's records and files
- Other duties as assigned

Skills and abilities:

- Exhibit excellent human relations, verbal and written communication skills
- Exhibit excellent organizational, analytical and problem-solving skills
- Demonstrate the ability to use personal computers and business software applications
- Exhibit the ability to use adding machine, typewriter, copy machine, fax machine, and Internet
- Demonstrate team work and interpersonal skills

Educational development:

- Minimum four-year degree in field related to job duties (executive/administrative assistant, computer aided drafting), but will considerer a two-year associates degree with related experience
- Strong aptitude for computer software applications
- Knowledge of electrical theory and basic electric engineering principles helpful

Experience:

- Five or more years of experience with electric distribution system
- Personal growth demonstrated through continued and progressively more responsible positions

Physical, Mental, and Visual Effort:

- Continuous mental and visual concentration requiring attention to detail and accuracy
- Must plan and lay out complex work; multi-tasking
- Tasks require constant attentiveness and considerable mental concentration due to degree of difficulty, irregularity and variety
- Stress due to working with a great number of member and employee personalities, work pace, and pressure will be present

Working Conditions:

- Primarily normal office environment
- Overtime as required
- Travel required

Disclaimer Clause

I have read and understand the information contained in the position description and specifications. I further understand that this position description and specifications is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or working conditions associated with this position. I may be required to perform additional tasks necessary to meet company objectives. This position description is intended to be an accurate reflection of the principal job elements essential for making fair decisions.

_____ Employee Signature

_____ Date

_____ Supervisor Signature