

TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION

POSITION SPECIFICATIONS/DESCRIPTION

POSITION: Control Center Operator
REPORTS TO: Manager of Engineering
DEPARTMENT: Engineering
DIRECTS: None
EFFECTIVE: April 2025
EXEMPT STATUS: Non-Exempt

PURPOSE OF POSITION:

Provide courteous and professional information and support to field personnel, employees and members alike.

MINIMUM JOB SPECIFICATIONS:

Required: High School Graduate or equivalent
Proficient in the use of personal computers and Windows operating system
Ability to become proficient in distribution system monitoring computers
Must be able to develop a good working knowledge of cooperative substations and line feeds, system locations, interpretation of system maps, work order procedures, Tri-County EMC policies and procedures, and FCC rules and regulations
Ability to effectively operate radio equipment
Ability to work effectively under emergency and stressful conditions
Ability to work swing shifts (**THIS POSITION DOES NOT ALLOW FOR** typical 8 – 5 working hours)
Must be willing to work alone (**THIS POSITION REQUIRES ONLY ONE EMPLOYEE PER SHIFT**)
Excellent oral and written communication skills
Must be able to complete and obtain valid Integrated Transmission System (ITS) Operator's Certification, if required to do so
Must complete any cooperative sponsored Dispatch Training/OMS Training

Preferred: Vocational technical school training in electrical and/or computer related field
Previous utility experience
One year of utility or emergency dispatch experience

PHYSICAL DEMANDS: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary work

Examples: Work performed primarily while sitting at workstation; frequently operating two-way radio, computer keyboard and other computer equipment; occasional light lifting; daily walking throughout the office facilities.

WORKING CONDITIONS:

General office environment.

WORKING RELATIONSHIPS:

Internal: Two-way communication with the immediate supervisor to receive direction and instructions and to provide information as necessary to all departments to ensure that work is being completed in a timely and efficient manner.

External: Demonstrates an awareness that this position exists to effectively serve every member, and at every opportunity to achieve increased member and public understanding for support of the Cooperative. Every employee has the responsibility of building favorable Member relations as part of his/her job. It is imperative that each member's concerns are heard and responded to in a courteous and professional manner to project a favorable image of the Cooperative.

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KEY RESPONSIBILITIES/PERFORMANCE STANDARDS DESCRIPTION

CONTROL CENTER OPERATOR ENGINEERING DEPARTMENT

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

- I. Safety - Responsible for the knowledge of and abiding by the Board of Directors approved Georgia EMC Safety Operations Manual
- II. Provide communications between field personnel and office staff
 - A. Maintain accurate and up-to-date information as to the location of all field personnel for dispatching and emergency conditions
- III. Ensure accurate recording of events, maintain appropriate logs and related reports
- IV. Monitor distribution system status and characteristics to enable quick response to outages and abnormal events
- V. Accurately write switching orders in accordance with established procedures
- VI. Perform other dispatch duties
 - A. Facilitate access to authorized persons after normal business hours
 - B. Place after hours phone calls to members as required for billing concerns
 - C. Perform various computer system backups as required
 - D. Perform any other duties as assigned by supervisor or management