

Great Lakes Energy - Job Description
Operations Technician I

Department: System Maintenance
Reports To: Manager, Operations, North/South

Last Updated: 11/22/2019

Classifications:

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input checked="" type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

Supervises: n/a

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:

Perform various collections and metering functions. Locate and mark electric distribution system facilities under the MISS DIG System.

Experience/Education:

- High school diploma or equivalence certificate in addition to competency with electrical technology and proficiency with customer service functions, typically attained through one or more years of experience, or equivalent experience/education.
- Valid Michigan driver's license with satisfactory driving record within Company standards.
- Proficient with position-specific equipment.
- Proficient with position specific software and applications.
- Proficient with assigned service territory.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.

Essential Duties/Responsibilities:

- Inspect meter bases, service entrances, and energized meters for damage and tampering, reporting findings to Cooperative staff and law enforcement agencies as appropriate.
- Investigate and recommend remedial actions on power quality complaints. Review findings with supervisor.
- Discuss and negotiate account status with members in the field, including delinquency and collections options.
- Process requests for cable locating in the field, physically marking facilities route in compliance with MISS DIG and Cooperative requirements and practices; prioritize locates by emergency status and location/route. Communicate results with end users as appropriate, including when clear of GLE facilities.
- Stay educated on MISS DIG requirements.
- Respond to contractor, member and public questions.

- File and track MISS DIG activities for future reference or expansion; provide performance data as requested.
- Monitor and maintain locator equipment, monitor paint and flag inventory and notify purchasing personnel of supply needs.

Significant Duties/Responsibilities:

- Assist, as assigned, with line outage restoration during storm conditions (a.k.a. birddogging).
- Attach pole numbers and record and report mapping data in the field as directed.
- Assist Engineering/GIS personnel with field checks, as requested.

Required Skills:

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension: understanding written sentences and paragraphs in work related documents.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Service Orientation: actively looking for ways to help people.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Installation: installing equipment, machines, wiring, or programs to meet specifications.
- Operation Monitoring: watching gauges, dials, or other indicators to make sure a machine is working properly.
- Operation and Control: controlling operations of equipment or systems.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Equipment Selection: determining the kind of tools and equipment needed to do a job
- Time Management: managing one's own time.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Persuasion: persuading others to change their minds or behavior.
- Negotiation: bringing others together and trying to reconcile differences.
- Mathematics: using mathematics to solve problems.

Attributes:

- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Clarity: able to speak clearly so others can understand.

- Written Comprehension: able to read and understand information and ideas presented in writing.
- Spatial Orientation: able to know one's location in relation to the environment or to know where other objects are in relation to oneself.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Far Vision: able to see details at a distance.
- Visual Color Discrimination: able to match or detect differences between colors, including shades of color and brightness.
- Depth Perception: able to judge which of several objects is closer or farther away from oneself, or to judge the distance between oneself and an object.
- Peripheral Vision: able to see objects or movement of objects to one's side when the eyes are looking ahead.
- Glare Sensitivity: able to see objects in the presence of glare or bright lighting.
- Sound Localization: able to tell the direction from which a sound originated.
- Auditory Attention: able to focus on a single source of sound in the presence of other distracting sounds.
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Static Strength: able to exert maximum muscle force to lift, push, pull, or carry objects.
- Multi-Limb Coordination: able to coordinate two or more limbs (i.e. arms, legs, one of each) while sitting, standing or lying down. Does not involve performing the activities while whole body is in motion.
- Trunk Strength: able to use one's abdominal and lower back muscles to support part of the body repeatedly or continuously over time without "giving out" or fatiguing.
- Extent Flexibility: able to bend, stretch, twist, or reach with one's body, arms, and/or legs.
- Gross Body Coordination: able to coordinate the movement of one's arms, legs, and torso together when the whole body is in motion.
- Arm-Hand Steadiness: able to keep hand and arm steady while moving arm or while holding arm and hand in one position.

Additional Preferences:

- Two or more years of experience or education in electrical technology
- Collections experience.
- Education and experience in resolving conflict and dealing with confrontation.
- Bilingual: English/Spanish

Problem Solving and Freedom to Act

Problems are moderately difficult. Methods and procedures are defined but judgment may be required to apply them to the work. Work is routine and tasks are directly related.

Working Relationships/Communications:

Requires contacts for the purpose of exchanging information that may be of a technical nature and requires interpretation as well as clarification. Contacts may also be for the purpose of communicating plans and coordinating activities.

Internal: Peers, management

External: Members, commercial & industrial (C&I) members, emergency response or law enforcement agencies, contractors, general public