



Job Description

JOB TITLE: System Operator
DEPARTMENT: Electric Operations
RESPONSIBLE TO: Chief System Operator
DATE: November 2022

JOB CONTENT:

Dispatches personnel and equipment in connection with all types of electric service restoration & maintenance activities relative to the Board's overhead and underground transmission & distribution systems. Continuously monitors the status of these critical systems through the various automated systems utilized by the Board. Routinely assists customers with inquiries. This individual is required to respond when needed during emergencies and abnormal conditions which exist from time to time relative to the operation of the Board's electric system. This person is expected to safely operate the electric power system with the chief responsibility being controlling and directing switching operations on the system to promptly and efficiently restore electric service during emergency conditions. Writes switching orders relative to high voltage switching, dispatches trouble crews to restore power outages, energizes or de-energizes electrical equipment and lines for construction, maintenance, or repair work. Performs appropriate and necessary actions to ensure the continuous and safe operation of the power system, all in as timely and efficient manner as reasonably practicable. This position is occasionally charged with entering and maintaining business-critical data essential for the safe and efficient operation of the Board's electric system and must be interdepartmentally cross-trained on a variety of activities and functions. This individual must undergo extensive and regular training to master and maintain the skills necessary to safely and effectively perform this critical job function to the full satisfaction of the Board. This position is subject to pre-employment and random drug screening and responsible for adhering to the Board's standards for a drug-free workplace.

DUTIES AND RESPONSIBILITIES:

1. Monitors electric power system operations, controlling and directing the work of trainees, serviceworkers, trouble crews, line crews, bucket crews, and outside contract crews in the safe operation and restoration of electric service.
2. Controls the energizing of equipment and lines and has the authority and responsibility to de-energize circuits or related equipment when circumstances and conditions warrant such action.
3. Switches load to allow crews to perform necessary maintenance and construction work.
4. Issues and releases Caution and Hold Orders required for performing work on the Board's electric system in accordance with the Board's written Lockout/Tagout procedures.

5. Dispatches serviceworkers to install and remove electric service and perform various other routine service-related and maintenance tasks throughout the Board's service area.
6. Calls On-call personnel to restore electric service and respond to trouble calls as needed.
7. Calls additional personnel as conditions warrant helping to expedite the restoration of electric service work efforts.
8. Reads, interprets and works from maps, graphical user interfaces and electronic databases.
9. Reviews, maintains and prepares essential reports, departmental records, and other business-critical media.
10. Records data in logs and interruption reports and enters data into the appropriate electronic database repositories to reflect field operations.
11. Operates the Board's two-way radio system, communicating with field personnel and department supervisors clearly and effectively.
12. Operates the Board's Outage Management System and Automated Dispatch Program to restore electric service as safely and promptly as reasonably possible.
13. Operates the Board's phone system, both routinely and during power outages, updating status messages for consumers to hear relative to the extent of an outage, the expected duration, or other information deemed useful to the Board's customers.
14. Coordinates locating the Board's underground electric system with other utilities, agencies, and contractors together with the Tennessee One-Call System.
15. Performs a wide variety of administrative tasks as needed to support all areas of operation.
16. Assists the Chief System Operator, Electric Operations Supervisor and Department Director as needed.
17. Presents a positive image of the Board and a caring attitude toward our customers.
18. Performs other tasks and duties as required.

SUPERVISORY RESPONSIBILITY:

No direct supervisory responsibilities. Has authority to direct crews and dispatch personnel to perform essential functions in the daily and emergency operation of the electric power system.

EDUCATION AND TRAINING:

Requires a high school education or equivalent. Must be trainable and eager to learn new computer-based skills. Requires the necessary skill to effectively communicate/interact with the public, other employees and supervisors of the Board. Must have and maintain a valid Tennessee Driver's License. Requires an individual with the demonstrated ability to think and react well under pressure and to make independent decisions of a critical nature on an immediate basis. Requires the ability to deal with the Board's customers both tactfully and respectfully.

RESPONSIBILITY:

Extremely heavy responsibility for the safety and lives of employees working with the electric system. Responsible for decisions made on a day-to-day routine basis and under emergency conditions which control the operation of the power system and which involve the safeguarding of

the Board's employees and the general public. Heavy public relations responsibility involved in dealing directly with customers under adverse conditions, and in coordinating work of employees and contractors in achieving the desired results for the Board. Responsible for effectively communicating with employees, supervisors and the public, using clear and distinct voice articulation and a demonstrated mastery of the English language. Responsible for acquiring a working knowledge of Board policies and procedures regarding the daily functions and activities of the Electrical Engineering, Technical Operations, and Electric Operations Departments. Responsible for working with confidential data and using care to disburse business-sensitive information only to authorized persons on an "as needed" basis. Responsible for performing neat, efficient, and highly precise work of a safety-sensitive nature which, if executed incorrectly, could result in possible increased legal liabilities for the Board, damage to the Board's electric system and potentially endanger the safety of employees and/or the general public.

INTERNAL AND EXTERNAL CONTACTS:

Daily contact with employees in the department on an individual basis. Regular contact with employees and supervisors in the department on a group basis. Occasional contact with employees and supervisors in other departments of the Board. Daily contact with the public on an individual basis. Occasional contact with representatives of other City, State and Federal agencies on an individual basis.

PHYSICAL DEMANDS OF JOB:

Requires prolonged periods of sitting and viewing computer monitors that could result in back muscle fatigue and eyestrain. Requires above normal mental and visual alertness almost constantly. Subject to infrequent verbal abuse from irate customers.

WORKING CONDITIONS:

Works inside within a highly restricted control room atmosphere. Requires working under stress and time pressures during emergency conditions. Works rotating shifts based upon a 40 hour per week schedule. May work hours other than scheduled shift when situations and circumstances dictate. Will require occasional overtime work during periods of system trouble or weather-related emergencies. Subject to call-in at any time for emergency work. Must work effectively and productively without direct supervision on a continuous basis.