**RIVIERA UTILITIES**

**POSITION DESCRIPTION**

**JOB TITLE:** Operations Center Supervisor  **DIVISION:** System

**REPORTS TO:** Operations Superintendent **DEPARTMENT:** Electric Operations Dept.

**EFFECTIVE DATE:** November 2017

*Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.*

**SUMMARY:**

This is a supervisory position responsible for a 24 hour Operations Center involved in monitoring a power system, a cable TV system, a natural gas system, a water system, and a waste water system. The position supervises System Operator Trainees, Systems Operator I and II, schedules work, reviews work, handles the most complex and difficult switching orders and clearances, resolves problems and coordinates with Engineers and other personnel, and responds to requests.

.

**Essential Duties and Responsibilities:**

1. Monitors and operates the electric distribution and transmission system using the supervisory control (SCADA) system. Monitors and operates the Outage Management System.
2. Monitors the gas distribution system using the supervisory control (SCADA) system.
3. Plans for future requirements and staffing needs based on projects and plans of Riviera Utilities.
4. Manages the activities of Systems Operator Trainees, Systems Operators I and II, and Senior System Operator by providing guidance, answering questions, resolving interpersonal issues, reviewing switching orders for accuracy, and dealing with complicated work orders and outages.
5. Evaluates employee performance, discusses performance problems, implements progressive discipline, approves leave, and handles interpersonal conflicts.
6. Trains new employees or ensures proper training is received; monitors performance progress and locates or develops needed training as technology changes.
7. Communicates, receives and transmits information, and provides assistance to all field personnel. Communicates outage information and operational problems to appropriate Superintendents and Engineers.
8. Receives and dispatches services related tocollections, disconnects, reconnects of meter activity, trouble calls, outages, and calls for service trouble calls during shift using radios and other communication equipment.
9. Updates the switching board using information obtained from Engineering Department.
10. Monitors and operates the Outage Management System software. Accurately records outage start times, device locations, outage causes and outage end times. Update the outage screens as necessary.
11. Issue Hot Line Work Permits (HLWP) using the SCADA system and by directing all switching related to HLWP. Maintain all paperwork related to HLWP.
12. Writes switching orders on transmission and distribution system for approval by supervisor and directs all switching associated with switching orders.
13. Issues and directs all types of switching clearances to crews in the field as received from supervisor and Engineering Department.
14. Records, compiles, and organizes operational data into computer reports and spreadsheets regarding power demands, usage, outages, response times, and other service information.
15. Obtains weather information important to system operation and take appropriate action as necessary.
16. Helps coordinate activities between Riviera Utilities and power suppliers on repair and patrol of their lines during routine and emergency conditions.
17. Responds to Riviera burglar alarms, security, fire alarms, and use of facilities after hours.
18. Maintains Outage Logs/Software and Switching Logs. Maintains records and logs as required by operating procedures.
19. Communicates with power companies, emergency and law enforcement personnel, utilities, and customers regarding outages, location of lines, switching and power restoration, security lights, and other Riviera business.
20. Performs other such duties as required or directed by Superintendent.

**Knowledge, Skills, and Abilities**:

1. Knowledge of basic math, algebra, geometry, and their applications.
2. Knowledge of transmission, switching, control and operation of electrical systems. Includes knowledge of current, conductors, insulators, circuits, transistors, breakers, transformers, capacitors, wiring, NEC, etc.
3. Knowledge of electronic equipment, circuit boards, processors, and other electronic devices.
4. Knowledge of computer systems, hardware, connectivity, troubleshooting, and software.
5. Knowledge of safe work habits in the performance of all job duties.
6. Knowledge of basic supervisory and management concepts (ex: scheduling, training, coordinating, delegation) to provide direction and guidance to Operation Center employees.
7. Knowledge of leadership principles and practices such as: authenticity, integrity, humility, motivation, communication, service, influence, recognition, collaboration, and innovation.
8. Skill in active listening to include giving full attention to what people are saying, asking questions as appropriate, and not interrupting.
9. Skill in problem solving by using logic and reasoning to evaluate information, consider alternatives, make decisions based on the situation at hand, and handling minor interpersonal issues between employees.
10. Ability to read and understand Riviera Utilities’ Employee Handbook, Safety Manual, and other departmental operating manuals.
11. Ability to read, understand and use electrical symbols, maps and circuit diagrams, geographical maps, diagrams, blueprints, as well as equipment and operations manuals to restore service and operate the power system.
12. Ability to communicate clearly, accurately, and timely with customers, the public, other employees, and representatives from other utilities, power companies, and emergency personnel in person, over the phone, and via the radio.
13. Ability to recognize when there is a problem or whether it is likely to develop into a problem based on available data.
14. Ability to apply general rules to specific problems to produce answers and solutions.
15. Ability to combine pieces of information to form general rules or conclusions; finding relationships among seemingly unrelated events.
16. Ability to understand Riviera Utilities’ electrical distribution/transmission system.
17. Ability to make decisions, manage time, coordinate actions, and handle multiple priorities at one time to respond in a timely manner to inquiries and issues from other personnel and the public.
18. Ability to supervise employees to include scheduling and assigning work, establishing and applying standards for performance in a fair and impartial manner, distinguishing between effective and ineffective procedures and job performance, motivating performance, administer discipline fairly and equitably, interpreting and implementing instructions by management, explaining or demonstrating work techniques, and sharing appropriate information as needed to accomplish the mission and goals of the department.
19. Ability to manage an Operations Center to include establishing a plan, developing procedures, coordinating the efforts of multiple work groups, and responding to unplanned events in a calm, professional manner.
20. Ability to write legibly and with clarity.
21. Ability to operate departmental equipment such as: computers, SCADA system, Outage Management System, Customer Information System, copier, printer, radios, phones.
22. Ability to assist in the maintenance of electronic equipment such as: computers, printers, radios, etc.
23. Ability to view multiple screens of computer data, indicators and symbols, and process information from a variety of sources (ex: phone, radio, reports) to ensure proper operations.
24. Ability to manage time, coordinate actions, provide instruction and guidance for Trainees and Operators, and work professionally with a wide variety of people.
25. Ability to have regular and predictable attendance at work.

**Work Environment/Physical Demands:**

1. Lifting up to 50 lbs. and occasionally lifting and/or carrying computer printouts, notebooks, small tools, etc. Walking and standing are required. Reaching, handling, fingering, feeling, talking, hearing, and seeing are also required.
2. Activities occur inside an office but may include occasional meetings or tasks outside.
3. Twelve hour shifts, eight hour shifts, weekend work, holiday work, relief work and overtime when required.

**Minimum Qualifications**:

Associate’s degree in Electrical Engineering, Electronics, Electronic Technology, Electrical Instrumentation, Computer Technology, Computer Information Systems, or similar field of study and 12 *years’ experience* in a closely related field such as: control room operations, electrical dispatching, plant and systems operations, or other technical work within the electric power industry. At least 2 of the 12 years’ experience must include managing employees or other related experience.

Position requires experience and training in leading and managing other. Ongoing training and education is required for positions requiring employee management.

Responsible, related experience may be substituted for the education on a year for year basis.

Must possess or be able to obtain a valid driver’s license within 60 days of employment.