

GLADES ELECTRIC COOPERATIVE, INC.  
POSITION DESCRIPTION

POSITION TITLE: SYSTEM OPERATOR  
REPORTS TO: System Operations Manager  
LOCATION: Moore Haven

I. GENERAL

This is an hourly, non-bargaining unit, administrative position requiring the constant exercise of discretion and independent judgment with respect to load management, outage management, switching orders, clearances, and power quality including the assignment and direction of employees in safe and efficient operating procedures in their area of responsibility. The proper performance of these and other duties and responsibilities is critical to the financial future of the cooperative and the rates paid by both the cooperative and certain key accounts for electricity.

II. OBJECTIVES:

- A. To provide optimum service to management and consumers by:
  - 1. Providing and directing prompt, efficient, reliable work within the scope of this job description that will promote goodwill between GEC and its members by:
    - a. Providing good quality and courteous communications with:
      - 1. Members
      - 2. Contractors
      - 3. Other Consumers
    - b. Directing and assigning employees in a courteous and efficient manner to insure the safe and efficient performance in their respective areas of responsibility.
    - c. Promoting a high standard of morale and team effort for greater job satisfaction.
    - d. Being knowledgeable of GEC's policies and procedures relating to employees and consumers.

III. REPORTING AND DIRECTING RELATIONSHIPS:

- A. Reports to System Operations Manager
- B. Coordinates with:
  - 1. CEO
  - 2. Director of Operations
  - 3. Trouble Crews
  - 4. Director of Engineering
  - 5. Chief Technology Officer
  - 6. Other Employees
  - 7. Manager of Safety
  - 8. Finance Department
  - 9. Director of Employee Services

C. Directs:

1. Assigns and directs line crews and other employees during their shift in safe operating procedures when responding to outages, power quality problems, switching clearances, voltage problems and generator management and maintenance.
2. Independently determines the necessity to call in additional employees to work both on the line crews and in the office.

IV. RESPONSIBILITIES:

To administer, enforce and implement established policies and procedures of GEC and to recommend modifications to insure that all responsibilities related to the following are accurately and safely carried out:

A. Providing Quality Communications with:

1. GEC Members
2. GEC Employees and Management
3. GEC Contractors
4. Insuring all communication is properly documented

B. Outage Management:

1. Outage Evaluation
2. Direct Crews to restore power
3. Properly Program Computerized Phone System
4. Insuring safe work practices by implementing all necessary switching and clearance orders
5. Coordinating with managers and outside authorities
6. Insuring all outages are properly documented

C. Load Management

1. Set Point Management
2. Interruptible Customer Communication
3. Generator startup and shutdown
4. Monitor Generators while in operation
5. Insuring all load management activities are properly documented
6. Daily Management
7. Computer (backup, maintenance and necessary programming)

D. Customer Base Generation

1. Generator start-up and shut-down
2. Insuring CBG activities are properly documented

- E. Safety
  - 1. Switching Orders
  - 2. Generator Clearances
  - 3. Substation Clearances
  - 4. Public Safety
  - 5. Spill Prevention
  - 6. Insuring all safety items are properly documented
- F. Monitor the security system, and also SCADA system
- G. Take speed pay payments and payments over the phone by credit card, and inform the proper meter reader of payment received. Also provide meter readers with information such as locations or physical addresses.
- H. Coordinate service orders and maintenance orders with Customer Service Representative and Infield employees.
- I. Constantly seek cost saving methods, without affecting quality of service.
- J. Positively promoting GEC programs such as system restoration, Home guard, OYL, MIB, Strategic Planning etc.
- J. Perform all other duties assigned

V. POSITION SPECIFICATION:

By virtue of education, experience, knowledge, ability, skill or personal attributes, applicants for this position should meet the following specifications:

- A. Education: High school diploma or G.E.D.
- B. Experience: Ability to quickly learn company's policies and procedures  
Ability to operate two-way radio or to learn to do so quickly and efficiently  
Computer skills  
Flexible working hours  
Clear and concise voice
- C. Abilities and Skills: Should be skilled in dealing with customers. Have a valid Florida driver's license, and be certified or be able to become certified in First Aid and C.P.R. as directed by the cooperative.
- D. Attitude: Must represent the company in a positive professional manner. Be a positive productive team member and have a positive impact on the morale of others.
- E. Must have a satisfactory performance record with GEC or in the case of newly hired employees, with their previous employer.

- F. Must be able to assign, direct and work with employees and management and be able to constantly exercise independent judgment and discretion in their area of responsibility.

## VI. REQUIREMENTS OF THE JOB:

The physical requirements of this position are as follows:

- A. The mental demands of this job are as follows: (Classifications are: Very Limited; Limited; Intermediates; Considerable; Substantial; Very Substantial)
  - 1. Decision Making: Considerable. Example: Decisions such as those in Load Management, emergency situations, gathering, documenting and filing information for reports, policies and procedures.
  - 2. Reasoning in problem solving: Substantial. Example: A fair amount of planning and scheduling is required for this job – establish facts, and draw valid conclusions.
  - 3. Planning/Scheduling: Considerable. Example: A considerable amount of planning and scheduling is required for this job.
  - 4. A high degree of emphasis is placed on the following: Job Knowledge, Memory, and Organization.
  - 5. Must be decisive and possess the ability to direct the actions of other employees. Example: Must be able to insure that all employees follow all switching, clearance and other safety policies.
  - 6. Must maintain a valid Florida Drivers Licenses and be certified in First Aid and CPR.
  - 7. Volume and conditions of work may vary and overtime will be required.

## REQUIRMENTS OF THE JOB:

The physical requirements of this position are as follows:

Lifting, pushing and pulling: Up to 25lbs is required frequently.

It is also required that the following is performed on an in frequent basis.

Bending at the waist, gripping tools, and objects, stretching or reaching, standing, sitting, walking, twisting (rotating body while in a sitting position) driving automobile equipment, and working alone.

The mental demands of this job are as follows:

(Classifications are: Very limited, limited, intermediate, considerable, substantial, very substantial.)

Decision Making:

Considerable (i.e. decisions such as those in letter writing, gathering and filing information for reports, policies and procedures.)

Reasoning in Problem Solving:

Substantial (i.e. use logic or scientific thinking to define problems, collect information, establish facts, and draw valid conclusions.)

Planning / Scheduling:

Considerable (i.e. a fair amount of planning and scheduling is required for this job.)

A high degree of capability is placed on doing the following:

Compiling, classifying, gathering information, transcribing, and analyzing information or data.

A high degree of emphasis is placed on the following:

Job- related knowledge and memory.