

**Great Lakes Energy - Job Description**  
**Operations Technician**

**Department:** System Maintenance  
**Reports To:** Manager, Operations, South

**Last Updated:** 01/03/2017

**Classifications:**

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

*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 and in accordance 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:**

Inspect distribution system lines, equipment and substations for signs of trouble or failure, complete repairs, document findings. Perform various collections and metering functions.

**Experience/Education:**

- High school diploma or equivalence certificate in addition to operational knowledge of the workings of an electric distribution system, typically attained through completion of a certified apprenticeship training program to be recognized as a utility or journeyman lineworker or five or more years of experience, or equivalent experience/education.
- Competent with electrical technology.
- Competent with customer service function.
- Valid Michigan driver's license.
- Proficient with position-specific equipment.
- Competent with position specific software and applications.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with assigned service territory.
- Competent with general office equipment.

**Essential Duties/Responsibilities:**

- Inspect distribution system lines, equipment and substations for signs of trouble or failure, perform testing, repair/replace as needed or forward to qualified personnel as necessary; document findings.
- Create line maintenance plans that determine quantity and method of work to be done.
- Change, disconnect, and reconnect meters as indicated by member service, credit and collections, or members.
- Inspect energized meter bases, service entrances, and meters for damage and tampering, reporting findings to dispatch, credit/collections 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.

**Significant Duties/Responsibilities:**

- Assist, as assigned, with line outage restoration during storm conditions (a.k.a. birddogging).

**Required Skills:**

- **Critical Thinking:** using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Speaking:** talking to others to convey information effectively.
- **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.
- **Writing:** communicating effectively in writing as appropriate for the needs of the audience.
- **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.
- **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:**

- **Oral Comprehension:** able to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression:** able to communicate information and ideas in speaking so others will understand.
- **Speech Recognition:** able to identify and understand the speech of another person.
- **Speech Clarity:** able to speak clearly so others can understand.
- **Written Comprehension:** able to read and understand information and ideas presented in writing.
- **Written Expression:** able to communicate information and ideas in writing so others will

understand.

- 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.
- 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.
- 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:**

- Bilingual: English/Spanish
- Experience as a journeyman or utility lineworker.
- Collections experience.
- Education and experience in resolving conflict and dealing with confrontation.

#### **Problem Solving and Freedom to Act**

Problems are difficult. Methods and procedures are defined. Judgment is required to apply them to the work. Work may be varied but 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