

**OWATONNA PUBLIC UTILITIES
POSITION GUIDE**

Approved Date: February 2, 2024

Position Title: Manager, Electric Operations & Dispatch Department

Department: Engineering & Operations Services

Section: Electric and Substation Operations & Dispatch Department

FLSA Status: Exempt

Non-union

Organizational Relationship:

Reports to: Director, Engineering and Field Operations

Supervises: Electric Foreman, Lead Lineworker, Journey Lineworker, Apprentice Lineworker, After Hours Serviceworker, Substation Utility Technician, Substation Lineworker/Technician and Dispatch Coordinator.

Position Summary:

Manages the Electric Operations activities of the Electric Line Distribution crew, the Afterhours Serviceworker, the Substation Utility Technicians, Dispatch and Tree Trimming contractors. Develops and implements electric lineworker and substation procedures in conjunction with the Director of Engineering. Oversees the Electric Linecrew on maintenance and new construction of the electric distribution system. Oversees all projects for electric distribution and substations including contracted projects ensuring they are completed according to specifications. Oversees bidding processes on electric and substation projects ensuring the process is complete, the required advertising is in order, reviews the construction bids and makes recommendations based on the lowest and best bids and competency of the vendors and/or consultants. Participates in evaluating electric and substation system loads, reliability, contingency and future needs. Implements, and monitors training necessary for the safe, reliable, cost-effective operation of the electric operations and substation departments. Supervises all dispatch functions for OPU's electric, water, and natural gas service orders. Ensures the dispatching of all service orders is prompt and in accordance with all dispatching procedures. Develops and implements dispatching procedures, as well as being the main contact for CRC afterhours customer utility service problems, outages, and requests. Provides and assigns dispatch training. Provides prompt attention to the restoration of services in the event of interruption. Serves as OPU's SMMPA Liaison for power generation, OPU Gas Turbine, and the Byron, Owatonna, Waseca and Faribault substations and transmission lines. Prepares documentation of testing and maintenance of substations per the SMMPA Protection System Maintenance Program to comply with NERC/FERC Reliability Standards.

Essential Duties and Responsibilities:

Manages the activities of Electric Lineworker crew on maintenance and new construction projects for the Electric Distribution system.

Completes various reports and paperwork on work activities, work orders, over-load problems, etc.

Develops and monitors the electric, substation and dispatch budgets.

Sets performance expectations, monitors performance, and provides formal and informal feedback.

Oversees the development and implementation of the Electric Line Crew and Substation procedures, ensuring updates and new procedures are completed as needed.

Ensures all safety procedures are followed and safety equipment is used by personnel.

Identifies and provides or arranges training for Electric Operations, Dispatch, and Substation personnel.

Provides prompt attention to the restoration of electric and substation services, including MMUA mutual aid.

Coordinates, directs, and performs electric switching orders for electric distribution and substations.

Supervises all dispatch functions including service calls for electric, water, and natural gas, customer requests, outages, rebates, etc. Ensures dispatch procedures are documented and revises procedures as needed.

Represents OPU as the Main Contact for CRC (Cooperative Response Center)

Ensures all dispatch functions are performed 365 days/24 hours according to all procedures by OPU dispatch personnel and/or CRC personnel.

Coordinates with SMMPA and provides input on substation maintenance, transmission lines and capital projects. Provide documentation to comply with NERC standards.

Schedules outages; oversees security inspections, battery maintenance, transmission line work, and substation checks.

Works with contractors and Engineer, coordinating and overseeing projects.

Coordinates with SMMPA on the operation and maintenance of the Gas Turbine.

Competencies:

Oral Communications – Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Demonstrates group presentation skills. Participates in meetings.

Managing People – Includes staff in planning, decision-making, and process improvement. Takes responsibility for subordinates' activities. Makes self-available to staff. Provides regular performance feedback. Develops subordinates' skills and encourages growth. Solicits and applies customer feedback (internal and external). Fosters quality focus in others. Improves processes and procedures.

Ethics – Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and upholds organizational values.

Judgment – Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Sets goals and objectives. Develops realistic action plans.

Results – Internally driven to achieve; sets high personal standards. Anticipates, diagnoses, works through roadblocks. Adapts to varying work situations and is flexible in their approach to resolving challenges. Continually seeks to improve work results and methods.

Safety – Demonstrates a commitment to safety of self and others by following company safety rules, guidelines, procedures and ensures compliance of them. Uses equipment and materials properly while demonstrating good housekeeping. Reports potentially unsafe conditions and will suspend the job if necessary. Meets full requirements of 100% participation in safety training.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education: Associate degree in Power Distribution systems or Electric Lineworker certificate/degree is required. Bachelor's degree in Power Distribution systems or related degree is preferred.

Experience: Five (5) years' work experience in Electric Power Distribution is required.
Journey Lineman work experience preferred.
Supervisory experience is required.

Language Ability: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Mathematical Skills: Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills: Working knowledge of Microsoft Suite (Outlook, Excel, Word) is required.

Certificates and Licenses: Valid State of Minnesota Class "D" Driver's license is required.

Tools and Equipment used: Computer, phone, copier, radio, pick-up truck.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet and work is performed both indoors and outdoors. There can be extreme noise and exposure to extreme hot and cold, as well as exposure to chemicals (OSHA defined). See Physical Job Analysis form for details.

Position Essential Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Job Analysis form for details.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Owatonna Public Utilities and the requirements of the job change.