

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Power Systems Control Operator Supervisor	Job Code: 2760
Date: November 21, 2017	EEO Code: SC
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is highly skilled supervisory work responsible to oversee the safe, reliable, and efficient operation of City electrical transmission and distribution systems.

CLASSIFICATION STANDARDS: The position assigned to this classification is responsible to a designated supervisor and performs all tasks under general direction. This work is distinguished by its responsibility for electrical system monitoring, controlling, job scheduling, and power dispatching using specialized software and by its higher-level of technical knowledge and proficiency, level of accountability, and responsibility for supervision.

ESSENTIAL DUTIES: Supervise Power System Control Operators and ensure proper procedures and recordkeeping in dispatch are maintained; monitor the electrical transmission and distribution system using SCADA, GIS, OMS, IVR and/or other related systems; maintain appropriate voltages and currents including forecasting peak energy demands; develop switching procedures and oversee operations for load transfers; prepare switching procedures, clearances, work orders, and outage notifications on both planned and unplanned outages; direct service restoration activities including locating problem areas and dispatching line crews, forestry crews, and/or substation technicians as needed; train operators to perform black-start generation during grid outages; issue line clearances and ensure system status is communicated to all parties; coordinate efforts with field crews according to established policies and procedures; ensure prompt response on system issues and provide timely updates to varied groups as needed; maintain accurate and current log of all pertinent system events and conditions; prepare and present varied written and verbal reports; update electronic system maps regularly; assist with system maintenance including taking regular backups of data; ensure all system activities are conducted in a safe/reliable manner and according to current regulatory requirements; monitor FERC/NERC/WECC compliance initiatives, processes and rulings including participating and representing the City appropriately by preparing reports and summary documentation, communicating and apprising the Energy Director of needs; coordinate and submit WECC Self-Reports, mitigation plans, periodic data submittals and enforcement action plans; maintain certifications and required training; conduct risk assessments, internal assessment, spot-checks or investigations of compliance practices and ensure timely implementation of appropriate corrective measures; perform all duties of Power System Control Operators as needed.

Supervise, plan, and coordinate work of assigned personnel including scheduling workload for a 24-hour power dispatch operation; schedule inspections, street light repairs, and service changes; oversee work order management system; oversee training of division personnel; ensure work is completed accurately, efficiently, and safely; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact discipline and rewards if needed; make staffing decisions including the hiring and firing of division personnel; coordinate with engineering and operations to establish policies, maintain manuals, and train dispatch personnel; assist others as needed; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in a related field and two (2) years of experience as an Electric Power Systems Control Operator II **OR** seven (7) years of job-related experience **OR** an equivalent combination of job-related education/experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience].

License(s)/Certificate(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: *Knowledge of:* modern supervisory techniques; electrical theory and systems; electrical line crew and power substation functions including relays, regulators, and breakers; modern safety procedures and applicable OSHA requirements; various software products including UNIX, Linux, AutoCAD, ESRI, ACS SCADA, Milsoft Windmil, OMS, IVR, and others; related laws, codes (including NESC, FERC/NERC/WECC), rules, and regulations governing functions of the position; basic English composition, spelling, and grammar. *Skill in:* analyzing power outages via SCADA, GIS and field input; authoring clear, accurate, and concise switching procedures; organizing assigned work and developing effective work methods; preparing clear, concise, and accurate reports; motivating and/or disciplining subordinate employees; demonstrating a high level of commitment to the principles of positive customer service; practicing trust-building behaviors. *Ability to:* coordinate, organize, and implement SCADA needs; schedule crews and ensure all shifts are filled to sustain 24-hour dispatch operations; create and maintain software to help perform job functions including specialized database management; remain current on technological advances; remain calm in emergency situations and dispatch appropriate crews effectively and efficiently; exercise sound and independent judgement while evaluating situations and in making determinations; communicate effectively both verbally and in writing; quickly and accurately perform work including responding to emergency personnel; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; maintain certifications and training to meet regulatory needs; maintain current knowledge of electrical protection schemes and devices.

TOOLS AND EQUIPMENT USED: Computers, various software and word processing programs, calculators, telephones, radios, pagers, vehicle, and other office/field equipment.

PHYSICAL DEMANDS: Requires sitting at a computer for long time periods while maintaining concentrated attention to detail, frequent telephone and radio use, and/or infrequent breaks as needed, walking, stretching, bending, carrying heavy equipment (20-50 lbs.), and other varied physical activities associated with performing the essential duties of the job.

ENVIRONMENTAL FACTORS: Work is primarily inside. Regularly exposed to situations potentially involving emotional stress including contact with the public or coworkers in confrontational, unpleasant or uncomfortable circumstances. Position is generally expected to work the day shift but may fill in other shifts as needed to ensure 24-hour operation. *Note: Employees of this class are subject to on-call status, and must live within a 15 mile radius/20 minute response time of the Provo power facilities.*


Department Director

11/20/17
Date


Mayor/Chief Administrative Officer

11/21/17
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.