

**Y-W ELECTRIC ASSOCIATION, INC.
JOB DESCRIPTION**

POSITION TITLE: Engineering/Operations Clerk

BROAD SCOPE OF POSITION:

- Assist Operations Department with filing and general office work.
- Work Order process – Create/manage Work Orders and Service Orders.

REPORTING RELATIONSHIP:

- Reports to Operations Manager.

ESSENTIAL DUTIES/RESPONSIBILITIES:

To perform this job successfully an individual must be able to perform each essential duty satisfactorily.

- Regular, predictable attendance.
- Prepares and records contracts, right-of-way easements and other special documents pertaining to line construction.
- Perform legal searches and file documents with the county.
- Operates and takes radio and telephone messages for Operations Department.
- Takes dictation and type correspondence for Operations Department.
- Assists in preparing budget for Operations Department.
- Type work schedules and send out.
- Routes lineman to location of trouble calls that come in over the phone.
- Keeps minutes of safety meetings.
- Prepares information for NRECA Safety Accreditation and works directly with regulatory compliance officer.
- Makes reservations for line personnel attending various schools.
- Maintain training records.
- Issue Service Orders.
- Maintains vehicle maintenance files and records.
- Records and audits time sheets of lineman and field tickets.
- Maintains vehicle insurance cards.
- Manage outages and reports for Form 7.
- Maintains files on fire extinguisher, tools and substation inspections.
- Maintains line patrol maps,
- Create and Maintain Line Extension Worksheets.
- Maintains a file on Operation activity forms.
- Maintains Training Records
- Maintains and updates Emergency Response Plan
- Maintains pole inspection reports and underground replacement log.
- Maintains and updates Safety Data Sheet records. (SDS Online)
- Maintains and updates DOT files / Clearinghouse compliance.
- Process Fleet AP invoices.
- Balances and closes the Fleet Management module.
- Create SAP Crystal Reports
- Initiates and develops reports from iVUE.
- Assists in maintaining engineering data files.
- Assists the System Engineers with engineering computer programs.
- Files contracts and agreements.

- Responsible for the preparation of Work Orders and final completion.
- Assists in figuring and sends estimates of underground installations.
- Files and maintains contribution costs.
- Must be familiar with major functions of substation equipment.
- Assists with assigning and records location numbers on staking sheets and record files.
- Assists Staking/Engineering Technicians with computer Work Orders and data entry input.
- Submit and manage responses on Utility Notification Center of Colorado.
- Maintains Work Order control and is responsible for keeping Operations Manager and Staking/Engineering Technicians aware of completion.
- Assist consumers with Operation issues
- Process Miscellaneous Receivable invoices for consumers.
- Research and correspondence with Service Status 42 accounts.
- Maintains alphabetic file and numeric file on all Work Orders.
- Create and maintain transformer records in CIS
- Prepare consumer correspondence concerning new services
- Have detailed knowledge of Work Order and Material Inventory software modules.
- Have detailed knowledge of the Work Order process.
- Have general knowledge of NISC, iVUE & CIS software.
- **OTHER DUTIES AS ASSIGNED BY OPERATIONS MANAGER.**

JOB QUALIFICATIONS:**Knowledge, Skill and Ability:**

- Knowledge of all policies, the billing system, the mapping and overall knowledge of the everyday operations of the company.
- Ability to receive and direct telephone calls, operate two-way radio equipment, read maps, and relate to consumers.
- Must be able to type a minimum of 40-50 w.p.m., neatly and accurately.
- Computer skills. Skills in software for spread sheets and word processing.
- Oral and written communication skills.
- Decision making skills.

EDUCATION OR FORMAL TRAINING:

- High school diploma, or equivalent.

WORKING ENVIRONMENT/PHYSICAL AND MENTAL ACTIVITIES:

- The position requires long periods of time operating a computer and/or a typewriter (8 hours).
- Must be able to speak and hear to communicate with consumers by telephone and crews on the radio.
- Must be able to sit for long periods of time (8 hours).
- Mental abilities necessary to competently perform this job are alertness, memory, concentration, judgment, initiative and patience.
- Lift up to 25 pounds.

COMPETENCY:

To perform this job successfully, an individual should demonstrate the following competencies:

- **Organizational Support:** Follows policies and procedures, supports the organizational goals and values.
- **Ethics:** Work ethically and with integrity.
- **Teamwork:** Balances crew and individual responsibilities.
- **Professionalism:** Reacts well under pressure.
- **Judgment:** Includes appropriate people in decision making.
- **Safety and Security:** Observes safety and security procedures, uses equipment and materials properly.
- **Customer Service:** Responds promptly to customer's needs.
- **Problem Solving:** Works well in group problem solving situations.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.