

HENDERSON MUNICIPAL POWER & LIGHT CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: SYSTEM OPERATIONS CONTROLLER / DISPATCHER

PURPOSE OF CLASSIFICATION

The purpose of this non-exempt position for Henderson Municipal Power & Light (HMP&L), is to serve as a telephone operator for customer calls, as a dispatcher of HMP&L crews and supervisors in response to requests for emergency or routine electric services, maintenance, or repair, a monitor of the electrical system, and as a liaison for HMP&L and the electric utility system Transmission Operator. Performs technical work functions associated with the Supervisory Control and Data Acquisition (SCADA) System and Outage Management System (OMS). Disables and enables re-closure switches and traces feeder lines for crew. Switches line loads by opening and closing breakers and switches. Ensures correct breakers and switches are shifting loads. Performs duties on rotating shifts (24 hours a day, 7 days a week, 365 days of the year) under the supervision and direction of the Transmission and Distribution Director.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Answers and directs departmental multi-line phone calls; responds to customer requests for service, reports of electrical outages, emergencies, or complaints for the electrical system and communications.
- Serves as a dispatcher of HMP&L crews and supervisors in response to work and trouble calls; provides information to crews and supervisors.
- Conducts switching of line load through opening and closing of breakers and switches; traces feeders by location for crews; ensures correct breakers and switches are shifting loads.
- Monitors and operates Supervisory Control and Data Acquisition (SCADA) system based upon data received from Remote Telemetry Units (RTUs) in substations to identify abnormal conditions; takes corrective actions by reacting appropriately to SCADA alarms and making equipment changes/settings either remotely or through field personnel to ensure safe, reliable, and efficient operations of the City of Henderson's electrical system; and performs various power accounting functions.
- Creates switching orders and performs switching activities involving electrical substations, transmission lines, and all distribution circuits utilizing the SCADA system during normal and emergency situations. Communicates and coordinates with the Transmission Operator and Local Balancing Authority for switching orders and load information. Relays and confirms switching orders with field personnel.
- Monitors and manages electric system outages and system maintenance using Outage Management System (OMS). Enters customer reported outages and maintenance requests into OMS. Updates outage/maintenance jobs in OMS as field crews report progress. Utilizes OMS electric network model and predictive analysis tools to assist line crews and management with system restoration.
- Operates office related machinery and equipment including SCADA/OMS computer, desktop computer, copier, phone system, printer, typewriter, two-way radio, and various computer programs including word processing, data entry, spreadsheets, and database.
- Monitors voltage on the electrical distribution system.
- Monitors electrical load on an hourly basis and sends daily reports to Transmission Operator.
- Maintains outage reports and reliability log to comply with North American Electric Reliability Corporation (NERC) Reliability Standards.

- Receives training and participates in fulfillment of all NERC regulations associated with HMP&L.
- Monitors security systems for critical facilities and reports acts of vandalism or sabotage.
- Performs duties on a rotating shift Monday through Sunday and holidays; Monday through Friday on eight hour shifts; Saturday, Sunday, and holidays on twelve hour shifts. Shifts may vary as required.
- Overtime hours will be required as needed.
- Adheres to and enforces all safe work practices and company compliance standards.
- Ensures conformity with standards set by the North American Electric Reliability Corporation (NERC) and the SERC Reliability Corporation (SERC). Assists Reliability Compliance Manager, as required.
- Maintains good attendance and punctuality.
- May drive HMP&L vehicle. Must have a valid Driver's License.

ADDITIONAL FUNCTIONS

- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Qualifications include: high school diploma or GED; supplemented by training and knowledge of electrical systems, training in the use of Supervisory Control and Data Acquisition (SCADA) system, a familiarity with computer systems, and a minimum of one year of previous experience in dispatching; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Requirements include: residency in Henderson County or relocation to Henderson County within an agreed upon time period; a valid driver's license; and must pass a drug screen and physical upon conditional offer of employment. Preferred requirements include: experience with use of a Supervisory Control and Data Acquisition (SCADA) system and Outage Management System (OMS); experience in the utility industry; and a minimum of one year of customer service experience.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in critical and unexpected situations involving moderate risk to the organization.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects and materials of medium weight (50-70 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, depth, and visual cues or signals. Some tasks require the ability to communicate orally and receive information aurally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

This job description does not constitute a contract of employment. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This job description is subject to change by the employer (Henderson Municipal Power & Light) at the discretion of the employer, or as the needs of the employer and requirements of the job change. The employer explicitly reserves the right to modify any of the provisions of this job description at any time and without notice. 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 or essential functions does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Henderson Municipal Power & Light, HMP&L, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, HMP&L will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.