

Operations Coordinator

Reports To: Chief Operating Officer (COO)

Supervises: None

FLSA Status: Non-Exempt

Union Status: Non-Union

Employment Status: Full-Time

1. Position Summary

The Operations Coordinator provides operational, technical, administrative, and communication support to the Operations Department by coordinating information and workflows, maintaining operational records, supporting operational communications, utilizing enterprise operational systems, assisting members and employees, and contributing to the safe, reliable, and efficient delivery of electric utility services. Operating under delegated authority from the Chief Operating Officer (COO), this position serves as a central coordination resource for field operations, operational information, regulatory documentation, and day-to-day operational support.

2. Core Responsibilities

2.1 Operations Coordination

- Receive, track, and route service requests to appropriate Operations personnel.
- Perform assigned dispatch and communication functions during normal business hours, including maintaining contact with field personnel, documenting required operational activities, monitoring designated employee check-in/check-out procedures, and facilitating communication among field personnel, members, and supervisors.
- Maintain operational communication logs and monitor designated field communication protocols to promote employee accountability and safe field operations.
- Assist field personnel with member contact, operational information requests, meter pings, and other assigned activities within delegated authority.
- Track construction, maintenance, and system improvement activities and assist with follow-up as needed.

2.2 Operational Information Systems

- Utilize enterprise operational systems in performing assigned daily Operations activities.
- Maintain accurate operational records within assigned systems.
- Monitor and analyze operational system information and identify conditions requiring operational review.
- Utilize outage management, metering, distribution analytics, and related operational technologies in carrying out assigned responsibilities.
- Maintain the accuracy and integrity of assigned operational data.

2.3 Member Assistance

- Respond to member inquiries within delegated authority.
- Coordinate follow-up with Operations personnel and other departments.
- Direct members to the appropriate personnel when additional expertise or action is required.

2.4 Operations Administration

- Maintain departmental records, correspondence, and operational documentation.
- Coordinate fleet registration renewals and maintain required vehicle documentation.
- Assist with permits, easements, agreements, regulatory documentation, and assigned operational programs.

2.5 Records Management & Reporting

- Maintain records in accordance with Cooperative procedures and regulatory retention requirements.
- Prepare assigned reports and delegated regulatory filings.
- Support compliance documentation and document retention.

2.6 Emergency Response & Operational Support

- Participate in storm restoration and emergency response activities consistent with Cooperative procedures.
- Assist with operational coordination and communications during emergency events.

3. Governance Alignment & Delegated Authority

Operates under delegated authority from the COO and performs duties consistent with Cooperative policies, procedures, and delegated authority.

4. Risk & Compliance Accountability

Maintains accurate records, protects confidential information, follows established procedures, and promptly reports operational, safety, regulatory, or compliance concerns.

5. Ethical Expectations

Acts with professionalism, integrity, accountability, and respect while protecting Cooperative information and supporting the Cooperative's mission.

6. Performance Measures

Evaluated on coordination effectiveness, operational communications, documentation quality, system support, responsiveness, reporting accuracy, initiative, and adherence to Cooperative policies and safety expectations.

7. Qualifications

High school diploma or equivalent required. Four years of progressively responsible administrative, operational support, utility, customer service, or related experience preferred. Strong organizational, communication, and computer skills required. Experience with NISC or other utility operational systems preferred.

8. Physical Requirements

Primarily office-based work with occasional visits to operational facilities. Ability to operate office equipment, occasionally lift up to 20 pounds, and assist during emergency events. Reasonable accommodations may be made.

This position description is intended to describe the general nature and level of work performed and is not an exhaustive list of responsibilities. It does not create a contract of employment. The Cooperative reserves the right to modify duties, responsibilities, and reporting relationships as operational needs require.