

CARTERET-CRAVEN ELECTRIC COOPERATIVE POSITION DESCRIPTION

POSITION: Line Superintendent

REPORTS TO: VP, Engineering & Operations

DEPARTMENT: Operations

DIRECTS: Line Crew Leaders; Mechanic; Line Service Technician/Water System Team Leader; Operations Technicians, AMI Field Service Representative

GRADE: 14E

POSITION OBJECTIVE

To plan, organize and manage the structure of operations consistent with the business objectives and mission of Carteret-Craven Electric Cooperative (CCEC).

MINIMUM JOB SPECIFICATIONS

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Education: Require High School Degree/Equivalent. Prefer Associate's Degree.

Experience: Require a minimum of eight years' experience in electric utility line construction and/or operations, preferably including a minimum of three years in a supervisory capacity. Require demonstrated expertise of electrical distribution and transmission systems, substation operations, the phases of operating an electrical distribution system; of national and local electric codes. Require ability to acquire proficiency in the RUS construction specifications and procedures; become knowledgeable of retail rate schedules and structures; be involved in applicable community activities; flexibility to work irregular hours.

Require demonstrated ability to manage, budget, plan, motivate, develop and coordinate the activities of others; to gain the respect and confidence of others; to delegate authority and direct the efforts of others toward a task solution. Require excellent verbal and written communication skills; excellent organization and planning skills; ability to maintain confidential information.

Driver's License and Employment: Require the ability to have and maintain a valid North Carolina driver's license. Require the ability to have and maintain a CDL and successfully pass the cooperative's employment entrance examination and drug screen.

WORKING CONDITIONS

Approximately one half of time spent in general office environment and one half spent in the field. Require some business-related travel with irregular hours as deemed necessary by the position and emergency situations. Both inside general office conditions and outside environmental exposure. Varied work hours in accordance with assigned schedule. Require the physical ability in stooping, kneeling, crouching, reaching, standing, walking, fingering, grasping, talking, hearing, defined light work. Require visual acuity in machine operation
(a) and (c). Exposure to outside environmental conditions on a frequent basis.

WORKING RELATIONSHIPS

Internal: Two-way communication with immediate supervisor to receive direction, instruction, approvals; to provide work related information on plans, programs, procedures; with the subordinate staff to provide coaching and direction; instruction, approvals; with all employees to promote and maintain an effective cohesive working environment.

External: With the customers to promote/explain the services, policies, rates, procedures, customer benefits; with contractors for advice, information and the coordination of activities for maximum productivity and service. Demonstrates an awareness that the job exists to provide quality customer service, and at every opportunity to achieve customer and public understanding for support of the cooperative.

ESSENTIAL DUTIES:

Note: The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of Carteret-Craven Electric Cooperative.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

1. Directs the proper construction and maintenance of Carteret-Craven EMC'S distribution systems.
 - A. Ensures the distribution system is maintained in accordance with RUS specifications and sound engineering practices.
 - B. Effectively coordinates agreements and construction involving joint use of poles with other utilities.
 - C. Directs restoration efforts during outage situations and major storms as directed.
2. Maintains the electrical facility in peak operating condition; maintains appropriate equipment to ensure high level of service.
 - A. Ensures customer's service is supplied within preestablished time frame, settles customer service complaints.
 - B. Continuously maintains systems at peak operation efficiency.
 - C. Recommends maintenance of current system maps, diagrams, related reference material needs in electrical operations.
 - D. Ensures equipment is maintained in safe operating condition.
3. Ensures Cooperative rights-of-way are properly maintained.
 - A. Directs contract crew personnel in the proper clearing and cutting of the distribution system.
 - B. Ensures assigned work is completed in accordance with RUS specifications and Cooperative procedures.
 - C. Ensures the entire distribution system is maintained on a cost effective and reliability enhancing cycle.
 - D. Obtains or ensures cooperation has been secured from customers to cut right-of-way adjacent to their property.
 - E. Ensures notices for scheduled cutting are mailed, when needed.
 - F. Ensures open lines of communication with towns or other governing bodies, to communicate right-of-way plans and needs.
 - G. Maintains accurate, current records of cutting cycle.
 - H. Ensures the customer's property is left in a neat and clean condition. Identifies and corrects deficiencies in the manner in which the right-of-way is maintained.
4. Effectively addresses customer complaints.
 - A. Investigates and recommends effective solutions to customer complaints in a timely and accurate manner.
 - B. Investigates damage claims to the consumer's property
 - C. from abnormal electric line occurrences.
 - D. Investigates damage to the Cooperative's property or facilities by the public.

5. Effectively manages subordinate personnel to ensure safe and efficient operation for increased productivity and promotes an atmosphere/environment conducive to good employee morale.
 - A. Conducts periodic staff meetings for purposes of communication.
 - B. Monitors performance and conducts performance planning and review sessions consistent with established time frames to support recommended salary adjustments and effective personnel discussions.
 - C. Accurately records all required data to support hires, terminations and other personnel actions.
 - D. Effectively identifies and schedules employee training needs and sources on an annual basis.
 - E. Analyzes both workloads and schedules on a monthly basis.
 - F. Ensures a timely response to all valid employee concerns.
 - G. Reviews and approves subordinate's time records.
6. Accurately prepares, analyzes, and/or submits key reports, annual budget and work plan.
 - A. Ensures completed reports, budget and work plan are error free.
 - B. Ensures all reports, the budget and work plan are prepared within allotted time frame.
 - C. Ensures the confidentiality of appropriate reports and business information.
7. Effectively directs mechanic to ensure the maintenance and repair of all vehicles and line type equipment are safe and properly operate.
 - A. Ensures that all repairs on vehicles and equipment are completed accurately and in accordance with good mechanical standards.
 - B. Ensures that the repairs and maintenance are completed in a timely manner.
 - C. Ensures that accurate and proper records are completed, including State and Federal inspections, daily maintenance, fuel and oil consumption, monthly transportation cost, and vehicle operating cost.
 - D. Ensures that reports are made to outline major work accomplished, major work needed, and shop equipment needed on an annual basis.
 - E. Writes specifications for and makes recommendations to the Vice President of Engineering and Operations for replacement of equipment and vehicles based on the vehicle operating cost, condition of equipment, age of equipment and mechanic's recommendation.
 - F. Identifies and corrects deficiencies in the garage operations.
 - G. Identifies the training requirements for the mechanic and makes available this training.
 - H. Identifies and makes changes in the garage operations that will improve the efficiency and performance of these duties.