



JOB POSTING

Job Title: System Operator 3 or above

Location: North/Kaufman Rotating Bi-Weekly Schedule
Training will consist of different schedules for both day and night shifts. Once training is completed, official working shift will be 12am-12pm (midnight to noon)

Posting Date: 12/08/2025 until filled

Summary

This individual will be responsible for coordinating and controlling the distribution of power to ensure safe and dependable service within Cooperative guidelines. Each System Operator has the responsibility and authority to take actions that are needed to ensure the reliability of the Cooperative's electric system and alleviate operating emergencies through clear and concise radio and/or phone communication with field forces. Actions include operating Supervisory Control and Data Acquisition (SCADA), Outage Management System (OMS), Automated Meter Infrastructure (AMI) and shedding firm load.

Role and Responsibilities

The following are the main responsibilities of this position. They are not intended to cover each aspect of the position as the scope of duties of a given position may change or be temporarily altered based on the business needs of the cooperative.

Within the limits of approved board policies, operating guides and procedures, assumes responsibility and has commensurate authority for the following activities:

- Receive, analyze, and dispatch emergency work requests related to system trouble. In collaboration with the appropriate supervision, dispatch work requests to field personnel, engineers, technicians and contractors as required to restore the system to normal as expeditiously as possible, while maintaining safe conditions for employees, using applicable call-out procedures.
- Navigate, comprehend, compare, and interact with digital maps. Develops understanding of utility electrical connectivity from a source to load.
- Check system map for correctness and forward corrections to the mapping department. Make changes to the OMS model to reflect additions and removal of equipment.
- Operates computers utilizing spreadsheets, databases, word processing software, utilizes telephones, faxes, voice, email, radio, and telecommunication equipment.
- Operates and trouble-shoots automated systems designed to enhance the efficiency of the dispatch center.
- Maintains a chronological log of system conditions, clearances, hotline orders, radio communications, breaker operations, and all pertinent conditions.

- Ensure that switching, tagging and work activity conforms to safety rules and instructions are received correctly over the two-way radio and/or phone by requiring that field forces repeat the information and instructions given using three-part communication.
- Recognize and report pertinent system disturbances and activities to the management team of Dispatch, Operations and Engineering.
- Exercises control over the distribution power system utilizing SCADA and operates remote equipment by supervisory control and computer interface to the remote station, but limited to auxiliary relay controls and opening relay in emergency situations
- Provide technical support to Operations field personnel relating to electronic dispatch systems.
- Notify personnel in areas such as Operations, Engineering, Customer Service, etc. of the need to respond to issues related to their areas.
- Communicate and coordinates with our Generation and Transmission provider (Rayburn Country) operators of inter-connected power systems/generation stations to solve mutual problems.
- Generate and maintains hourly, daily, monthly, and yearly statistics as well as reports on system load.
- Perform a variety of building security and substation security functions such as monitoring various areas of the buildings and substations via closed-circuit cameras.
- Complete accurate billing functions related to connects, disconnects and reconnects of customer's accounts.
- Receive calls from 911 centers concerning dangerous situations related to utility facilities.
- Follow personnel and safety policies, procedures and regulations
- Exercise a high degree of discretion and emotional control during periods of extreme stress in working with members, Board members, employees and other individuals, any of whom may be from diverse cultural backgrounds, and diverse socioeconomic backgrounds, as wells as working with professional staff, regulatory staff and oversight agencies
- Regular and predictable attendance is an essential function of this position, with or without reasonable accommodation.
- Perform any other duties as assigned by the System Operations Manager, Director of Engineering & Operations, Assistant General Manager/COO and/or the General Manager/CEO

Education

Requires a high school diploma or GED. A two-year degree in electrical or electronics technology is preferred.

Experience

Handling emergencies by telephone in a high stress environment

Minimum of two years' field experience in an electrical power related industry or a minimum of five years of work experience

Job Knowledge

Communication Skills

Leadership Skills

Analytical Skills

Must know terminology unique to electrical system operation.

Knowledge of emergency procedures

Basic knowledge of electrical theory, substation equipment and operations, relay/communications,

Cooperative electrical system, its safety rules, operating instructions and system operator criteria

Understanding of billing functions and policy for closing connects and disconnects

Abilities

Must be a highly motivated self-starter that exhibits a high level of initiative and creativity. Must have proficient leadership skills and decision-making skills to effectively deal with a variety of people under normal and difficult circumstances. Must be able to coordinate a minimum of 10 field service crews without direct supervision or assistance. Must have strong written/verbal communication skills. Strong interpersonal skills, ability to effectively handle competing priorities and complete them in a timely manner and the ability to work independently as required. Must be able to prepare oral and written presentations of complex materials. Must be able to proficiently use and operate general office equipment and computer software and enter data at a minimum of 25wpm. Must be able to communicate with individuals and groups. Must be able to read, write and do arithmetic. Must be able to carry out a variety of activities, which require a high degree of accuracy and attention to detail. Must be able to organize work to meet deadlines. Must be able to maintain corporate confidential information. If required to drive, must possess a valid drivers' license and remain insurable by Cooperative automobile insurance carrier.

Working Conditions

This department operates by working rotating shifts covering the control room 24/7, including weekends and holidays. Shifts may vary between 8-12 hours. Must be able to work days, evenings and weekends. Occasional overtime is required for storm events and major outages. Must be able to work outside of regular schedule to maintain operations as required. General office environment using standard office equipment with exposure to the outdoors. May be required to travel as needed.

Physical Requirements

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Sitting, standing, walking and use of hands to handle and feel objects. Frequently will be required to reach, stoop, kneel, talk and hear. Frequently will lift up to 25 pounds and occasionally lift or move up to 50 pounds. Specific vision abilities include close vision, distant vision, color vision, peripheral vision, depth perception and the ability to focus.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Due to the nature of an electric utility, all employees are subject to working extended hours, holidays, nights, and weekends with or without notice.

How to Apply

- Internal candidates are to notify the Human Resources Department of their interest.
- External candidates may apply at any TVEC office, www.tvec.net, submit resume and application to email addresses below:

Melissa Lewis
lewism@tvec.coop