

Traverse Electric Cooperative, Inc.

JOB DESCRIPTION

POSITION TITLE: Operations Support Administrator
REPORTS TO: Operations Manager
DEPARTMENT: Operations
SUPERVISES: None
DATE: April 2026

COOPERATIVE VALUES/OBJECTIVES

- A. Promote and support the reputation and public image of the Cooperative, its Board of Directors and Manager
- B. Promote and increase member and public understating of the Cooperative principles of a member owned utility
- C. To present a personality and appearance that would be compatible with good consumer and public opinion.
- D. Support the safety culture of Traverse Electric by complying with all safety requirements, attending safety training sessions, and setting a positive example for others.
- E. To contribute, in a courteous, cooperative manner, and in every way possible, to promote high morale, team work and helping members, fellow employees, and others in an effort to achieve the Cooperative's objectives, which includes the highest quality of electric service at the lowest price possible, according to best business practices.

RELATIONSHIPS:

- A. Internal
 - All Employees – to seek advice and assistance, confer on challenges/duties as necessary, to accept changes and improvements, and keep well informed on matters pertaining to the Cooperative
- B. External
 - Members – Consumers
 - Dealer and Vendors Representatives
 - General Public
 - Consultants
 - Federal, County and State Highway Departments
 - Contractors

RESPONSIBILITIES AND DUTIES

- Become familiar with the job duties of Operations & Electrical staff and assist as needed in day-to-day activities in their absences
- Written and verbal communications with members, contractors, various government entities concerning specifications, project status, service requirements, permits, inspections
- Review and verify work orders and invoicing for process accuracy
- Scan necessary paperwork for service/work orders into the NISC Vault
- Mail necessary paperwork for new services, service upgrades, retirements to appropriate recipients
- Schedule appointments for operations and electrical department as appropriate
- Process and prepare locate tickets, work orders, service orders, and inventory tickets for crews
- Ensure all documents required for operations function are prepared, processed, and tracked utilizing CIS and ABS software as appropriate
- Ensure Operations and Electrical personnel are informed on the status of jobs and creates reports as requested
- Process service orders for scheduling and track for completion
- Update meter location/identity, retrieval of data from meter, creation of service orders, etc. within the AMR system
- Perform a variety of record keeping duties for electrical system maintenance, building and ground maintenance, contractor manuals, work plan projects, and any operational rules, regulations, and processes
- Works with the Outage Management System (OMS) and Interactive Voice Response (IVR) system to coordinate outages, dispatch, and track as required; manage automated outbound calls to members. Retrieve and process data as it relates to outage reporting and system reliability.
- Process all work orders, true ups, locates, CIS updates and contractor scheduling in coordination with Operations leaders
- Review material issued to work orders to verify accuracy
- Process easements and permits as needed for each project in coordination with Operations leaders
- Comply with safety rules and regulations by wearing and using the proper protective equipment when appropriate or necessary
- Contributes to departments and Cooperative performance by completing other related duties as assigned

Knowledge, Skills, and Abilities

- Be flexible and adaptable to the changes that occur in the needs of the cooperative and the membership
- Thorough knowledge of Microsoft Office software and computer software programs utilized within operations; NISC, CMS, IVR, OMS, AMR, CIS, ABS, etc.
- Strong teamwork skills
- Strong problem-solving skills
- Strong math skills and basic analysis abilities
- Ability to take work direction from supervisors and pursue those instructions in a self-directed manner;
- Ability to cope with multiple tasks simultaneously and quick turnaround requirements;
- Ability to work and communicate well, both orally and in writing, with existing and prospective members and present a good image for the Cooperative;
- Positive attitude and demeanor while delivering both positive and negative messages to others.

Necessary Qualifications:

- High School Diploma with some related schooling and/or equivalent experience.
- Must hold a valid driver's license
- 1-3 years of office/administrative and customer service experience

Desirable Qualifications

- Basic understanding of electrical distribution equipment such as meters and transformers as related to customer needs and requirements.
- Basic understanding of computer related software and office equipment to maintain construction information and other operational procedures, including but not limited to the staking program.
- Ability to read system maps to assist line personnel, contractors, and members to determine project locations.
- Understanding of RUS accounting rules, materials used by operations, construction units/specifications and work order procedures.

Physical Qualifications

Works in a climate-controlled office environment with minimal physical exertion. Frequently interacts with consumers and internal personnel via verbal, written, and radio communication.