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## Job Title: Distribution Support Specialist

Wright-Hennepin Cooperative Electric Association is a member-owned, not-for-profit electric utility that provides power to rural Wright County and western Hennepin County. The cooperative has been a corporate citizen to the area since 1937 and currently serves more than 50,000 electric accounts.

We are hiring! As an essential service, we are continuing to operate. The position is located at our company headquarters in Rockford, MN, 15 miles west of Plymouth on Hwy 55.

The **Distribution Support Specialist** will provide dispatch and data analytical support for the electric utility business. This includes handling energy load management, analyzing outages, managing major storm outages, and reviewing data analysis. This position will learn about the utility equipment and generator programs by tracking reliability and power quality using the Cooperative's Outage Management System (OMS) and Automated Metering Infrastructure (AMI) system, as well as evaluating wholesale power usage. This position requires a strong ability to handle a busy and fast-paced environment and also requires data analytical expertise.

### SCHEDULE

We are hiring for 2 positions:

- 1<sup>st</sup> Shift: 9:30am-6:00pm
- 2<sup>nd</sup> Shift: 1:30pm-10:00pm

The Dispatch Specialists work their regularly scheduled shift and are also required to be on-call nights and weekends every 3 weeks. They may also serve additional on-call support during weekends and holidays when extreme weather conditions are forecasted. Additional on-call compensation is provided.

### POSITION RESPONSIBILITIES

- Interact directly with Wright-Hennepin members and customers related to outages and service needs. Dispatch energy line crews or technicians to evaluate and resolve customer issues.
- Support power quality investigations through data analysis. Use multiple software programs to pull data and provide reporting to departments across the company.
- Serve as on-call support and report to Cooperative in response to severe weather events or during outage events. Perform dispatching duties during major outages, oversee restoration priorities to achieve the best response times possible and assist the line crew foremen in attaining mutual aid. Communicate key information to designated staff regarding members without power, number of outages, number of feeders and substations out during major outages.
- Update the Emergency Response Plan and assist in coordinating efforts in disaster drills.
- Monitor WH metering system daily to ensure all meters are communicating properly, issue work orders as directed on matters such as high/low voltage and vendor liaison support.
- Assist in overseeing the accuracy and critical updating of the engineering system. Assist Engineering team to ensure system changes are recorded accurately and connectivity is properly modeled. Create service orders for crews to perform miscellaneous engineering functions.
- Provide monthly report of reliability activities and responsibilities. Provide member communications for various crew or contractor construction and maintenance activities such as scheduled outages.

- Document generation run times and load control activity on an interval basis and submit daily reports as directed by management. Create and prepare analysis tools to assist in energy load management decisions.
- Address day to day operational issues, consult with Supervisor and Department VP as needed.

## **JOB REQUIREMENTS**

- High School diploma or GED
- 2+ years of dispatch or call center experience or equivalent
- 2+ years utility operations experience preferred
- Ability to work on-call, nights and weekends on a rotational basis
- Data analytics highly proficient in Excel
- Database proficiency
- Versatility
- Ability to work in a flexible work environment, can multi-task and move between regularly changing priorities
- Strong communication skills, ability to interact directly with members, line crews and management
- High attention to detail
- Problem solving ability
- Must adhere to WH's core values of Teamwork, Dependability, Performance, Integrity, Safety and Member/Customer Focused.

## **WORKING CONDITIONS**

Work in a climate-controlled office environment with minimal physical exertion. Activities include work at the computer terminal and interaction with Wright-Hennepin personnel via verbal, written, and computer technology communication.