

JOB DESCRIPTION

Job Title: Metering Coordinator
Department: Consumer Relations & IT Department
Reports To: Consumer Relations & IT Manager
Location: Sioux Falls Office
FLSA Status: Non-Exempt
Approved Date: October 2019

SUMMARY. Responsible for advanced installation, troubleshooting, repairing, and calibrating meters and power quality monitoring equipment. Monitor and coordinate the operation, maintenance, and testing of all metering equipment and metering software of the Cooperative to ensure accurate meter readings. Perform analysis to develop design options or recommendations for metering systems and perform data analytics within the Meter Data Management System (MDMS).

DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- To install or oversee the installation of single and three-phase meters, current transformers and advanced metering infrastructure (AMI) components as assigned.
- Completes daily evaluation of AMI system software, initiates reports and queries, and maintains AMI database and MDMS database.
- Coordinates meter installation needs with Line Superintendents and/or Line crew Foremen.
- Assists in monthly meter disconnects and reconnects as needed.
- Ensures meters are properly programmed, wired and operating accurately.
- Oversees the testing, repair and maintenance of all metering equipment.
- Investigates consumer complaints, talks with consumers and resolves problems that arise regarding their bill.
- Complies with all federal, state and local laws dealing with safe working practices, hazard communication, electrical code, environmental concerns, etc. Complies with RUS, National Electric Safety Code, OSHA and other rules and specifications.
- Promotes good member and public relations within department. Renders prompt, efficient, courteous and reliable service in a safe and orderly manner.
- Prepares all written documentation as directed and keeps Consumer Relations & IT Manager adequately informed of activities and progress. Coordinates activities with other personnel of the Cooperative.
- Reviews work with Consumer Relations & IT Manager to ensure compliance with specifications, work practice and safety standards; takes corrective action as needed.
- Develops, trains and educates employees on Cooperative's standard metering, wiring and installation procedures.
- Conducts maintenance and safety tests on assigned Cooperative vehicles, materials, supplies and equipment. Reports to Consumer Relations & IT Manager equipment or tools in need of repair or replacement.
- Utilizes safe working practices and reports to Consumer Relations & IT Manager immediately all accidents involving personnel, assigned equipment, and/or materials and

supplies; and any close calls, hazards and/or safety violations. Operates vehicles, equipment and tools in a safe and efficient manner and maintains personal work tools in acceptable condition. Completes assigned work in a safe and productive manner.

- Analyzes activities to determine areas of improvement. Develops recommendations to Consumer Relations & IT Manager for department improvements.
- Strives for self-improvement of on-the-job skills.
- Possesses a valid driver's license.
- Possesses a good command of the English language.

SUPERVISORY RESPONSIBILITIES. None.

COMPETENCIES. To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving. Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations.

Technical Skills. Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service. Responds promptly to customer needs; Responds to requests for service and assistance; Must be able to explain issues and resolutions in clear concise manner and provide analytical findings to member; Meets commitments.

Interpersonal Skills. Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication. Responds well to questions; Participates in meetings.

Written Communication. Able to read and interpret written information.

Teamwork. Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Supports everyone's efforts to succeed.

Leadership. Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others.

Cost Consciousness. Conserves organizational resources.

Ethics. Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support. Follows policies and procedures; Supports organization's goals and values; Benefits organization through outside activities.

Judgement. Exhibits sound and accurate judgment.

Motivation. Demonstrates persistence and overcomes obstacles.

Planning/Organizing. Prioritizes and plans work activities; Uses time efficiently.

Professionalism. Approaches others in a tactful manner; Reacts well under pressure; Follows through on commitments.

Quality. Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

Quantity. Completes work in timely manner; Strives to increase productivity.

Safety and Security. Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability. Adapts to changes in the work environment; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality. Is consistently at work and on time.

Dependability. Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals.

Initiative. Asks for and offers help when needed.

Innovation. Meets challenges with resourcefulness; Generates suggestions for improving work.

Confidentiality. Keeps member billing data confidential

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience. Associate degree (A. A.) or equivalent from two-year college or technical school; or three years related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills. Strong computer skills necessary for this job including proficiency in Microsoft Office Suite and company billing software NISC. Ability to program AMI components with manufacturer's software. Maintain appropriate databases as well as the ability to produce analytical data with attained information. Manage Meter Data Management System (MDMS) and ensure optimal results from AMI integration and MultiSpeak interfaces.

Certificates, Licenses, Registrations. Advanced Metering Certification and AMI Metering Certification. Valid South Dakota driver's license.

Other Skills and Abilities. To properly and safely operate all vehicles, power-operated equipment and testing equipment used in the completion of daily work assignments.

Other Qualifications. N/A

Physical Demands. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand and walk. The employee is occasionally required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities

required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Work Environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly exposed to outside weather conditions and risk of electrical shock. The employee is frequently exposed to moving mechanical parts and high, precarious places. The noise level in the work environment is usually loud.

EEO & ADA ACKNOWLEDGEMENTS. The Cooperative is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Cooperative will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

DISCLAIMER. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

AFFIRMATIVE ACTION PROGRAM REVIEW. A review of this position description and the physical and mental qualification standards for this position was completed during the month of October 2017. No changes were deemed necessary.