

**POSITION TITLE: Supervisor of Field Services
(Dunn and Fayetteville)**

REPORTS TO: VP of Engineering & Operations

SUPERVISES: Field Service Representatives and Locators

OBJECTIVES

- Coordinate a prompt and accurate meter reading system to maintain precise member accounting records, maximize efficiency of operations and adhere to billing schedules.
- Oversee the locating of underground electric utility lines using approved detection equipment and procedures, ensuring compliance with all NC811 and State of North Carolina time requirements and regulations.
- Deliver effective customer service daily by providing efficient, accurate and courteous service that will increase satisfaction and promote good will between the Cooperative and its members.

RESPONSIBILITIES AND DUTIES

Below is a list of typical duties for which the Supervisor of Field Services will be responsible. This list is not intended to include all responsibilities of this position but an outline of tasks indicative of the overall function of this job. Responsibilities include, but are not limited to:

- Work planning/scheduling of assigned personnel.
- Oversee the systematic and accurate meter reading of retail consumers, commercial, industrial and electric plant meters used by electric plant personnel to monitor system conditions.
- Oversee the locating of underground electric utility lines and ensuring regulations, requirements, and procedures are adhered to.
- Adhere to all established safety rules, regulations, and practices.

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- Oversee/monitor planned system inspections, remedial maintenance to system facilities and related activities involved in operating and maintaining the Cooperative's electric plant (i.e., TWACS metering equipment meter seals, service entrances, etc.).
- Ability to disconnect and reconnect meters at the meter base.
- Remain abreast of changes in the Cooperative's policies, credit practices, Service Rules and Regulations and other pertinent issues in assigned areas of responsibility.
- Provide input for development of annual budgets for the department.
- Cost containment of projects and operating cost.
- Inventory control within assigned area of responsibility.
- Remain abreast of technical changes in assigned activities (equipment, materials, TWACA, SCADA, OMS software equipment, etc.).
- Oversee/assist the general activities of and maintain favorable communication with direct report employees to ensure work is performed efficiently and in a timely manner, including but not limited to:
 - Completing annual personal and departmental goals assigned by management.
 - Complete annual direct report employees' evaluations.
 - Attending scheduled meetings.
- Personal productivity and adherence to schedules and deadlines for assigned work.
- Acquiring and maintaining first aid/CPR certification.
- Understanding and personally performing all duties in accordance with applicable safety and Cooperative policy manuals, as well as reporting to Supervisor hazardous conditions for the safety of the employees, consumers and public.
- Perform all other related duties as assigned or necessary.

RELATIONSHIPS and CONTACTS

Provide and acquire information and assistance necessary to assure the achievement of goals by the department and the cooperative.
Establishes and maintains including, but not limited to the following contacts and relationships for the purpose of coordination and communication.

- Internal
 - VP of Engineering & Operations

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- Make contacts to satisfactorily carry out the responsibilities of this position.
- External
 - Make outside contacts to satisfactorily carry out the responsibilities of this position.

EDUCATION

High School Diploma or equivalent required. Associate's degree or equivalent from a two-year college is preferred. Will consider related work experience in lieu of educational requirements if there is demonstrated ability to carry out the position responsibilities.

EXPERIENCE

Five years of field service experience, preferably in rural distribution, preferred. Also, it is helpful to have progressive experience with a utility and a thorough understanding of a utility, specifically a cooperative.

JOB KNOWLEDGE

Knowledge of various meter types and operational characteristics and recognition of malfunctions required. Knowledge of the distribution system, rules and regulations and knowledge of basic electrical and electronics theory preferred. Knowledge of service area is preferred.

ABILITIES AND SKILLS

Must be able to maintain complete confidentiality in the performance of duties and responsibilities of the job. Must have good written and oral communication skills and good decision-making skills. Must have considerable skill in effectively dealing with a variety of people under different and sometimes difficult circumstances. Must have basic computer skills. Must be able to operate a motorized vehicle without the assistance of another employee. Must be able to carry out delegated work and handwriting must be neat and legible.

QUALITIES AND ATTRIBUTES

Must be professional, dependable, punctual, courteous, have a positive attitude and be flexible. Must have personal integrity and be a team player. Must be self-motivated with a strong work ethic and an ability to adapt easily to change.

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PHYSICAL REQUIREMENTS

Required to pass a physical examination and drug test when employed.
Must have the physical ability to perform the essential functions, duties and responsibilities of the job, which include, but are not limited to:

- The employee must frequently lift and/or move up to 20-25 pounds and occasionally lift and/or move up to 50 pounds.
- Must have the ability to perform the outside duties of this position during extreme adverse weather conditions (temperatures above 90 degrees and below 30 degrees F., rain, sleet, snow, sleet, high humidity, etc.)

Special Requirements

- Must possess a valid NC Driver's License
- Must be willing to accept on-call & call-out assignments as necessary

Work Conditions

The majority of the work schedule will be performed traveling to and working at various field locations within the service territory with some office time each day.

REMARKS

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. In order to ensure maximum flexibility and efficiency and encourage cross training additional functions and requirements may be assigned by a supervisor/manager as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Approval Signature: _____ Date: _____

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Employee Signature: _____ Date: _____