

DUCK RIVER ELECTRIC MEMBERSHIP CORPORATION

Shelbyville, Tennessee

Position Description

Program Support Specialist

I. Objective

The position of Program Support Specialist is required to help achieve the aim, for which the cooperative was organized, that is;

To make electric energy available to all members at the lowest cost consistent with sound economy and good management

by providing for specific operational duties and responsibilities to be delegated to competent, well-trained person whose knowledge of and ability in this position will contribute to the attainment of the basic aim of the Cooperative.

II. RESPONSIBILITIES AND DUTIES

There are three main areas of responsibility:

- A. Supporting Line Inspection Program
 1. Daily support of Line Inspection Contractors.
 2. Calculating KPI performance data (# bad poles, etc.).
 3. Research property owners.
 4. Idle facilities (letters and phone calls).
 5. Contractor damage tracking and follow up.

- B. Supporting Right-of-Way Program
 1. Daily support of herbicide and ROW contractors.
 2. Tracking ROW program and KPI performance data.
 3. Reconcile and check ROW invoices before approval.
 4. Observe, audit and work with coordinators on herbicide and substation applications.
 5. Work with members on tree-related issues.
 - i. Answer phone in office
 - ii. Follow up on complaints
 - iii. Post-complaint surveys
 6. Track ROW transaction survey comments and follow up with members.
 7. ROW tracking software support and entry of data to maintain integrity of database.

- C. District and Operational Support
 1. Provide updates to Operations Supervisors and District Managers regarding Line Inspection and Right-of-Way programs.
 2. Provide follow up to District personnel regarding questions or issues that arise.

3. Research outage related issues and document in the ROW tracking software.
4. Support school programs and Arbor Day activities.
5. Prepare and track Tree Line USA paperwork.
6. Track daily location of contractors and notify District personnel through appropriate means.
7. Follow up on contractor caused damages and monitor member satisfaction of these transactions.

III. RELATIONSHIPS

A. Internal

1. Reports to: Reliability Programs Supervisor.
2. Coordinates with Contract Planning Arborist(s).
3. Coordinates with Line Maintenance Contractors (both ROW and Line Inspection).

B. External

1. Maintain a friendly, cooperative relationship with the general public in performance of these responsibilities; seeking opportunities to explain and develop a more thorough understanding of the cooperatives plans, programs, and objectives.
2. Explains the cooperatives plans, procedures, service programs and objectives; to provide efficient and courteous service, resulting in good member relations.
3. Cooperating with other employees in maintaining pleasant work relationships and to improve morale; to exchange ideas, information and job experiences that will benefit the organization and insure the continued progress of the corporation.

IV. AUTHORITIES AND ACCOUNTABILITIES

- A. The Program Support Specialist is accountable to the Reliability Programs Supervisor for efficient performance of these responsibilities and is encouraged to use initiative and judgment in making decisions, remembering that the Cooperative's best interest can be effected by his/her actions. Continuous improvement is encouraged.
- B. Skill & knowledge required of the position is typically a strong ability to organize and a careful attention to detail. Strong computer skills also desired.

V. POSITION SPECIFICATIONS

Physical

Must possess coordination, manual dexterity and visual acuity, as well as the ability to constantly listen and communicate orally, stand, and walk; frequently sit, bend, stoop, squat, lift and occasionally carry between 75-100 pounds, push and/or pull, reach above shoulder level, and twist; to climb, balance, kneel, crouch.

The physical requirements for this position include, but are not limited to the following:

- A. Constantly uses coordination or mental dexterity: To supervise and maintain proper safety while performing line inspection work. Coordination is also required when driving.
- B. Constantly uses visual acuity and sense of hearing to locate possible hazards while performing duties of position, and the use of the radio system. Constantly uses ability to communicate effectively while meeting with employees and the general public to complete responsibilities of position.
- C. Constantly uses manual dexterity in conducting inspections to draw work orders, and to complete necessary paperwork to comply with RUS and DREMC specifications.
- D. Constantly stands and walks, while conducting line inspections.
- E. Frequently sits in a truck to drive and/or ride to various line inspection sites. The average number of miles and the amount of time driving/riding would vary depending on the work location.
- F. Frequently bends, stoops, and squats to perform inspection of electric facilities. G. Occasionally lifts and carries between 75-100 pounds.
- G. Occasionally lifts, carries and operates a chain saw or brush axe to clear a right-of-way.
- H. Occasionally twists while performing inspections of line services and/or line construction.
- I. Frequently kneels and crouches to inspect underground installations and during pole testing on the ground.

Mental

- A. Position works primarily with concrete (factual) information which must be processed with accuracy and may require communicating such information to others under moderately tense conditions.
- B. Employee is often expected to complete tasks under strong time pressures with relatively short notices.
- C. Work of position often requires intense concentration for long periods of time.
- D. Employee often experiences intense pressure in dealing with irate customer-members.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and management as required. DREMC reserves the right to revise or change the job description as the need arises. This job description does not constitute a written or implied contract of employment.

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