

## Operations Center Supervisor

### **Nature and Purpose of Work:**

Single position in this class ensures Energy Control System Operators and staff, Senior Electric Distribution Dispatcher, and Electric Distribution Dispatchers receive training necessary to perform job duties at highly efficient levels and to comply with the North American Electric Reliability Corporation (NERC) Standards. Using the NERC Systematic Approach to Training, ensure that all relevant Lafayette Utilities System (LUS) personnel understand and implement the requirements to keep LUS in compliance with NERC Standards. Incumbent works with substantial independence under general supervision of the Energy Control, Metering and Substations Supervisor, exercises leadership of staff in all matters of NERC training, and has supervisory responsibility for ECS Operators, Senior Electric Distribution Dispatcher, and Electric Distribution Dispatchers.

### **Illustrative Examples of Work: (Examples are intended to demonstrate the types of work required of this class, the incumbent may not perform all of them and may perform tasks not listed.)**

Serves as LUS expert on NERC requirements which pertain to the performance of real-time, reliability related tasks on the North American Bulk Electric System (BES), analyzing tasks assigned to staff, developing, implementing, and maintaining comprehensive training materials and methods consistent with a Systematic Approach to Training compliant with the applicable NERC standards. Schedules and coordinates training sessions, conducts training, keeps thorough records, and prepares reports. Prepares an annual training plan including orientation of new employees and position specific plans for existing employees, with details of methods and facilities. Assembles materials, binders, and videos for each topic to be covered in training. Keeps records of attendance, prepares and files sign-in sheets, arranges scheduling of classes. Uses computer application to track, prompt and record training currency. Works with staff to keep current on changes to standards and develops curriculum to accommodate. Coordinates training progress and certification with a training pay progression administered with the Civil Service and Budget Offices.

Attends certification and re-certification classes and relevant conferences as necessary in order to remain current on NERC regulations. Acts as liaison with other LUS divisions on NERC matters and attends The Energy Authority (TEA) activities related to LUS's energy market interests. Enforces proper policies and procedures to be in accordance with Critical Infrastructure Protection (CIP) requirements. Reviews and assists in the authorization of switching orders.

Reviews outage data for various reports which are part of NERC auditing processes; uses this analysis to improve LUS's reliability ratings. Manages OMS and SOM software, updating, performing maintenance, and providing support, as well as working with Engineers to maximize performance of these systems.

Performs related work as required

### **Necessary Knowledge, Abilities and Skills:**

Thorough knowledge of the North American Electric Reliability Corporation's standards as applicable to the Energy Control System.

Skilled in the preparation of reports on compliance that are integral to auditing processes.

Substantial knowledge of methods and materials used in electric generation and transmission and of the tasks assigned to each control system operator.

Ability to read, comprehend, analyze and apply statements of legal standards of staff training for the facility.

Ability to design, develop, implement, and maintain a comprehensive training program for continual education of relevant LUS personnel.

Ability to develop and implement a comprehensive training program and related materials consistent with a Systematic Approach to Training in accordance with North American Electric Reliability Corporation (NERC) Standards.

Ability to coordinate with supervisors in scheduling staff for extended training sessions and to conduct and keep interest of adults in training sessions.

Ability to supervise personnel in technical positions.

Ability to form and maintain productive working relationships with staff, supervisors, and regulatory agency officials.

### **Desirable Education and Experience:**

Bachelor's degree in a technical field related to industrial electricity, electric generation, transmission and distribution systems, electrical switching, power dispatching and/or operations of bulk power transmission systems; substantial experience in the compliance field and the utilities industry, including some supervisory experience; or an equivalent combination of education and experience.