



## **UNION JOB DESCRIPTION**

**TITLE: System Operations Training Coordinator**

### **DEFINITION:**

Coordinates and implements the research, design, and evaluation of North American Electric Reliability Corporation (NERC) Continuous Education training. Provides training to Energy Control System Operators and other District System Operations personnel. Tracks and monitors compliance training and programs. Updates new and existing policies and procedures to meet compliance requirements. Ensures training meets NERC and WECC reliability standards.

Works with the operational process and procedural training of the District's Transmission and Distribution system, ensuring delivery of continuous, reliable, efficient, and safe electric power to all District customers in coordination with other NW utilities.

A System Operations Training Coordinator may not be assigned to perform all of the functions outlined within this job description, depending on the training needs of the department.

### **DISTINGUISHING CHARACTERISTICS:**

Ability to assist or provide backup support for other System Operations Training Coordinators or System Operator II as needed for training, high volume work, storm restoration, or shift coverage. A minimum of eight (8) hours per calendar quarter will be required on the Operator Desk to maintain System Operator II operations proficiency.

The System Operations Training Coordinator position shall be filled through a joint collaborative interview process. The interview team will be comprised of an equal number of management and represented members. Represented members for the interview team will be by selection of the IBEW.

### **BASIC RESPONSIBILITIES:**

Designs, develops, and implements educational and training programs and procedures to ensure District internal operational needs and NERC regulatory compliance and reliability standards are met. Provides training to NERC Certified System Operators to maintain regulatory compliance and enhance employee's skills and knowledge.

Evaluates need for new training programs or enhancements by auditing the effectiveness of current programs; incorporates new technology and/or material into curriculum as needed. Works with the ECC Superintendent and General Foreman to ensure training meets operation needs, NERC/WECC and District mandates.

Develops, monitors, and documents performance measurements, providing feedback and guidance as necessary to District management.

Works with external personnel and trainers along with District management to create appropriate collateral training opportunities in accordance with the District's training program.

Ensures that all training and certifications are properly tracked and reported as required by NERC/WECC and any other applicable regulatory agency. Coordinates with management work scheduling to accommodate necessary training activities.

Supports System Planning & Protection group and other applicable departments to develop and maintain the Operator Training material.

Coordinates and oversees the use of consultants and other District personnel assigned to develop and conduct training; manages the allocation of resources.

Responds to requests for information from District staff and outside agencies as appropriate. Prepares and documents responses to compliance inquiries and audit preparations working with the NERC Compliance Manager or District's Compliance Coordinator.

Essential Job Functions as identified in the System Operator II Job Description.

### **OTHER RESPONSIBILITIES:**

Prepares presentations, recommendations and information for management and public groups as needed.

Facilitates communication and activities between internal departments/divisions, various levels of the organization, and outside agencies and customers.

Participates and represents ECC in working groups, subcommittees, and special projects.

Project liaison for various improvement projects that directly impact the ECC.

Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

Knowledge of:

- Instructional design principles, theories, and practices.
- Electric utility industry operating practices and procedures.
- NERC / WECC requirements.
- Evaluation methods and instruments.
- Presentation skills and techniques.
- Adult learning process.
- Performance based technical course development.
- Current and emerging training technologies.
- Test construction and validation.
- Needs assessment.
- Document management systems.
- Project coordination techniques.
- Research and analysis techniques.
- Computer applications including word processing, spreadsheets, PowerPoint, and data bases.
- Customer service practices and principles.
- Contracts and purchasing concepts and methods.

- Problem solving techniques.
- Communication skills and techniques.
- Auditing principles.
- Applicable Federal, State, and Local laws and regulations. District and State safety regulations.
- District policies, procedures, and directives.
- Financial and budget development and planning processes.
- Minimum Qualifications as identified in the System Operator II Job Description.

Ability to:

- Communicate effectively, both orally and in writing, with all levels of the organization, contractors, outside agencies, and the public.
- Successfully design, develop, and implement technical training programs.
- Apply learning theories to design and develop technical training programs.
- Coordinate a variety of tasks and assignments simultaneously.
- Function as a team member at all levels and across department and functional lines.
- Promote the success of others and constructively resolve disagreements.
- Research, investigate and resolve problems.
- Collect data from various sources and analyze and develop reports/documents.
- Use computers, automated systems, and databases.
- Learn, interpret, and apply District Directives.
- Coordinate a variety of business tasks simultaneously.
- Use independent and discretionary judgment.
- Handle confidential information.
- Work in a flexible self-directed team environment.
- Develop and maintain project schedules.
- Adapt and change priorities as necessary.
- Meet critical timelines and deadlines.
- Perform analytical work.

Education/Experience:

- Five (5) years electric utility system operating experience as a Distribution or Transmission System Operator that includes specific knowledge of electrical theory, safety, switching and utility power systems including control areas, distribution, transmission, and generation systems with a minimum of two (2) years as a NERC Certified Transmission Operator, OR;
- Successful completion of the District's System Operator Apprenticeship Program and two (2) years System Operator II experience.

License or Certification:

- NERC Transmission Operator Certified
- Valid Washington State Driver's License

**PREFERRED QUALIFICATIONS:**

- Bachelor's degree in Engineering.

**WORKING CONDITIONS:**

- Duties are performed primarily in an office environment and some driving to a job site may be required.
- Perform repetitive movements from the use of a computer and mouse.
- Requires climbing a mobile staircase up to 20 feet.
- Travel to business meetings and training is required.
- Frequent phone contact required with various agencies, customers, and employees.
- Subject to 24-hour call-out.
- May work up to 40 continuous hours as conditions dictate for storm restoration.