

POSITION NOTICE
Internal & External Posting

POSTING DATE: October 10, 2023

Job Title:

Office Assistant- Operations/Engineering

Division:

Operations

Reporting to (Job Title):

Administrative Supervisor- Operations/Engineering

Location:

Fairbanks

FLSA:

Regular, Non-Exempt, Bargaining position

For an employment application, visit our website at:

<https://gvea.applicantpro.com/jobs/>

- Refer to the job description for further details regarding this position.
- In-house candidates are reminded to apply in accordance with ADM 3.7.
- Please contact the Human Resources Office for further inquiries.

SALARY: \$24.90 Hourly; Per IBEW Contract
CLOSING DATE: October 24, 2023 5:00PM AKST
<i>As a condition of employment, successful applicants must become an IBEW member within 30 days after employment.</i>

GVEA conducts pre-employment, post-offer drug screening. Employment is contingent upon satisfactory completion of the drug screening.

GVEA is a Tobacco Free Campus.

GVEA is an Equal Opportunity Employer – minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.



**Golden Valley Electric Association
Job Description**

Part I-General Information

Job Title:	Office Assistant – Operations/Engineering	Job Location:	Fairbanks	Hours:	8 hours per day, 5 days per week. Additional hours as required.
Report To:	Administrative Supervisor	Pay Grade:	Per IBEW Agreement	FLSA:	Regular, non-exempt, bargaining
Reason for Job:	To provide customer service and also serve as primary contact for members, contractors and local agencies to support Engineering Services and Operations divisions. To respond to incoming telephone calls, determine customer needs and recommend resolution.				

Part II-Position Requirements

Key Accountabilities	Essential Functions
Customer Service	<ul style="list-style-type: none"> • Serve as primary contact for visitors to New Construction, Engineering, and Operations. • Respond to incoming telephone calls, determine member needs and recommend solutions. • Interview members to learn what their specific electrical needs are and recommend solutions. • Prepare the member packet to include a map of the new location, notes, and correct street address. • Process CIAC and connect fees. • Perform Equifax credit report for new member deposits. • Provide specific construction guide specification sheets or other information required for the member. • Perform a preliminary assessment of system maintenance requests and consumer service problems. • Advise members on policies regarding locates, re-clearing, new services, maintenance, etc. • Schedule work requests.
Accounting Support	<ul style="list-style-type: none"> • Accept and accurately process CIAC, deposit and connect fees. • Ensure that all appropriate departments are notified of payments so that work can proceed on a project. • Responsible for maintaining Oracle timecards for Operations and Engineering Services sections including bargaining and non-bargaining personnel. • Maintain comprehensive knowledge of bargaining unit contracts and non-bargaining policies. • Track, log, and maintain bargaining unit overtime accrual per contract. • Initiate, administer, and manage consumer accounts receivable for services provided that does not fall under the normal electrical kWh usage. Generate accounts, calculate billing, and prepare invoices, follow-up questions and concerns of billed party, work with credit section to ensure payment. • Accounts payable: Batches entered and run for vehicle and electric shops, line, and ROW maintenance parts and supplies. • Requisition parts and supplies. • Fuel Credit Card Management to include requesting and canceling cards, reconciling statements, managing records and making payments
Office Management	<ul style="list-style-type: none"> • Initiate, administer, and manage schedule coordination for construction and maintenance work, including scheduling with Association personnel, construction contractors, residential contractors, other utilities' personnel, and consumers. • Provide overall clerical and administrative support for Operations and Engineering staff. Work closely with all staff on Association processes and

	<p>work flow, program administration, scheduling, travel arrangements, accounts payable, payroll, correspondence, consumer account generation and maintenance, electric system maintenance and construction.</p> <ul style="list-style-type: none"> • Provide support for special projects for the Operations and Engineering Services Divisions. • Provide assistance to Administrative Supervisor and all other Office Assistant positions as needed. • Responsible for office flow. • Perform notary functions as needed.
New Construction Customer Account Management	<ul style="list-style-type: none"> • Advise member on proper new construction processes and procedures, Association's policies and requirements. • Receive, process, distribute and track all information pertaining to new residential and commercial services including upgrades and relocates. • Research system maps and circuit diagram maps for feeder, and phase leg information. • Research system maps for borough township, range, and section. • Create new accounts and premises. Document in WOMS. • Prepare new applications for a preliminary inspection by Construction Field Representatives. • Process and distribute Small Jobs (SJ) to various contractors and Force Accounts (FA) to GVEA crews, via pick-up, email or fax, and track production. • Track and document individual work orders when completed by contractors to ensure each member is connected in a timely manner. • Enter new construction connect data in proper system from initiation to completion. Ensure correct billing rates are utilized. • Update and process all connected service orders and forward paperwork to appropriate departments. • Enter work request data for facility repair and maintenance in WOMS program. Generate Closing reports providing details. • Send follow up letter to customer to verify the service GVEA will be providing with Map and explanation of fees if applicable. • Perform filing, log and record maintenance as needed. • Schedule customer requests for inspections and update WOMS to track account. • Forward accounts that are ready for connect to the Operations section. Ensure all fields in the WOM's tracking system are updated. • Keep spreadsheet to track load data processing.
Fleet Support	<ul style="list-style-type: none"> • Maintain corporate vehicle list. • Enter new vehicles into the system and notify appropriate divisions and/or personnel involved in various aspects of the transportation system. • Complete Work Order analysis for budgetary tracking. • Complete vehicle retirement processing. • Track and update fleet registrations. • Maintain current title, registration and insurance. • Create, update and close repair orders for accurate tracking of maintenance and repairs. • Assign fuel keys and cards.
Records Management	<ul style="list-style-type: none"> • Maintain safety meeting minutes. . • Distribute documentation/information to appropriate personnel and organizations per contract or regulations. • Track legal documentation and maintain records for PCB compliance.
Process Management	<ul style="list-style-type: none"> • Train personnel on programs and process modification (i.e. budget tracking, work order management (WOMS), CIS.

	<ul style="list-style-type: none"> Responsible for general office flow and processes; review office processes and flow with Superintendents, Managers, and other office personnel and make needed suggestions for improvement.
Program Development	<ul style="list-style-type: none"> Assist in the development and documentation of processes for New Construction and Operations. Test and implement upgraded versions of the information system. Troubleshoot problems as they occur and work with IT Section reviewing and adjusting processes. Work with IT Section in development of system programs to work towards a paperless office environment.
Outage Assistance	<ul style="list-style-type: none"> Work with Dispatch and staff to provide phone assistance and work crew support during outages. Set up outage call bank in the Board Room. Facilitate communication between call bank, Dispatch, and Outage Manager. Keep Dispatch advised of emergency situations. Update Call Group with outage and crew status. Screen and record outage calls and enter into outage system. Call back members when power is restored. Tear down phone bank when power is restored.
	<ul style="list-style-type: none"> Other Duties as Assigned

Part III-Job Specifications

EDUCATION: <ul style="list-style-type: none"> High school diploma or the equivalent. Post-secondary education in related subjects such as: filing, record keeping, office management and basic accounting procedures are preferred. Associate degree or technical certification in a related field is preferred. 	SKILLS: <ul style="list-style-type: none"> Must be able to type 50 wpm with accuracy. Ability to operate basic office equipment not limited to: fax machines, typewriters, 10-key calculator, and copy machines in a proficient manner. Strong personal computing skills in word processing, spreadsheets, databases, mapping programs, electronic mail, scheduling programs and Internet usage. Excellent spelling, grammar, proof-reading and filing abilities. Must possess strong organizational skills and maintain excellent attention to detail. Ability to handle multiple tasks effectively is essential. Ability to work independently with minimal supervision regarding daily activities. Ability to maintain a courteous and professional work relationship with members and co-workers under stressful conditions. Ability to learn basic electrical service information in order to respond to customer inquiries. Excellent oral and written communication skills.
WORK ENVIRONMENT: <ul style="list-style-type: none"> Office environment. 	PHYSICAL REQUIREMENTS: <ul style="list-style-type: none"> See attachment 1.
EXPERIENCE: <ul style="list-style-type: none"> Three years' experience working in a customer service related capacity. Electrical utility experience, especially relating to general knowledge of transmission and distribution systems and 	ON-THE-JOB DEVELOPMENT REQUIREMENTS: <ul style="list-style-type: none"> Continuously improve and upgrade computing skills and other applicable job skills. Become knowledgeable in all applicable safe work practices. Become knowledgeable of Association policies and procedures.

<p>electrical service entrance equipment is preferred.</p> <ul style="list-style-type: none">• Relevant personal computing experience indicative of skills sought for this position.	<ul style="list-style-type: none">• Become knowledgeable of organizational structure and client relationships.• Become knowledgeable of performance models and Division scorecard goals.• Become knowledgeable of all electric rate schedules.
<p>DIRECT REPORTS TO THIS POSITION:</p> <ul style="list-style-type: none">• Not applicable.	Updated as of 08/05/2020

POSITION: _____
 UPDATED: _____

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

Activity	N/A	NE	O	F	C
Sitting					
Walking					
Standing					
Running					
Bending or twisting					
Squatting or kneeling					
Reaching above shoulder level (i.e. awkward posture)					
Climbing (i.e. ladders)					
Driving cars, light duty trucks					
Driving heavy duty vehicles					
Using foot controls					
Repetitive motion of hands/fingers					
Grasping, gripping or pinching with hand(s), (i.e. high hand force)					
Moderate to High hand-arm vibration					
Lifting/carrying 10-25 pounds					
Lifting/carrying 26-50 pounds					
Heavy Lifting/carrying 51-74 pounds (more than 10 times per day)					
Heavy Lifting/ carrying 75 pounds or more (once per day or more)					
Awkward Lifting/carrying objects 25 lbs above shoulders, below knees or at arms length more than 25 times per day					
Frequent lifting (more than: 10 lbs , 2 times per min., 2 hrs + a day)					
Pushing/pulling					
Repeated impact (use of hand or knee as hammer more than 10 times per hour, more than 2 hours total per day)					
Highly repetitive motion (repeating the same motion with neck, shoulders, elbows, wrists or hands more than 2 hours per day)					
Work in or exposure to inclement weather					
Work in or exposure to cold water					
Exposure to dust, chemicals or fumes (indoor or outdoor air quality)					
Work / live in remote field sites					
Use of hazardous equipment (i.e. guns, chainsaws and explosives)					
Swimming/scuba diving					
Work at heights (i.e. towers, poles)					
Exposure to infection, germs or contagious diseases					
Exposure to blood, body fluid or potentially contaminated materials					
Exposure to needles or sharp instruments					
Use of hot equipment (i.e. ovens)					
Exposure to electrical current					
Seeing objects at a distance					
Seeing objects peripherally					
Seeing close work (i.e. typed print)					
Distinguishing colors					
Hearing conversations or sounds					
Hearing via radio or telephone					
Communicating through speech					
Communicating by writing and reading					
Distinguishing odors by smell					
Distinguishing tastes					
Exposure to wild/dangerous animals					
Exposure to insect bites or stings					
Work/travel in boat or small aircraft					
Exposure to aggressive/angry people					
Restraining/grappling with people					
Respiratory protection (negative pressure 1/2 face)					

POSITION: _____

UPDATED: _____

Activity	N/A	NE	O	F	C
Exposure to work in confined spaces					
Potential ergonomic caution areas (typical work activities that are foreseeable):					
Other:					

The preceding identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood-borne Pathogens Standards.

The following is a brief explanation of each rating given above:

- N/A - Not applicable or not required of the position.
- NE - Requirement is present but is not essential to the position.
- O - Occasional (up to 33% of the time) yet essential to the position. For example, a lifeguard swims only occasionally but it is essential that a lifeguard be able to swim.
- F - Frequent (34-66% of the time).
- C - Continuous (over 66% of the time).