

NODAK ELECTRIC COOPERATIVE, INC.
Grand Forks, ND
Job Description

Job Title: Energy Services Specialist

Updated: July 2024

Department: Member Services

Supervisor: Member/Energy Services Manager

Position Summary:

This position is responsible for commissioning, testing, and inspecting demand response equipment in the field. Incumbent will assist with member inquiries, troubleshoot power quality issues, promote energy efficiency and load growth, and deepen member awareness of and participation in the cooperative's energy programs.

Essential Responsibilities:

1. Maintain, build, and improve the load management system by:
 - a. effectively planning, scheduling, and coordinating load management projects
 - b. commissioning, testing, and inspecting off-peak systems in industrial, commercial, and residential accounts to:
 - i. verify proper operation/functionality of ripple control and control circuits
 - ii. program ripple control to appropriate control function
 - iii. monitor off-peak usage for improperly wired off-peak circuits
 - iv. make discretionary heating/cooling system repairs
 - v. make recommendations to members regarding system changes/improvements
 - vi. change (kWh) meters as requested
2. Advise members on energy programs of the cooperative.
3. Promote new load growth and maintain existing off-peak energy use.
4. Assist members with power quality issues through the use and/or installation of voltage and power monitoring equipment owned by Nodak.
5. Act as advanced-level support contact for demand response and energy usage calls.
6. Develop an in-depth working knowledge and understanding of demand response and the Incremental Pricing Program.
7. Administer the Inadvertent Demand Protection Program.

8. Measures, records and reports ripple signal strength during seasonal tests.
9. Advise members on distributed generation resource (DER) inquiries and commissions, and update records for new and upgraded systems.
10. Reviews demand and off-peak account pre-billing reports, checking for data accuracy and making appropriate corrections prior to bill run.
11. Maintains connected load data information.
12. Prepares, submits, and maintains semiannual Environmental Protection Agency (EPA) RICE-NESHAP emissions compliance reports. Assists with required emissions testing.
13. Performs secondary cable and fault locates as requested by the members.
14. Maintains cooperative issued vehicle, tools, and equipment in good working condition.
15. Participates in community events to promote the image of the cooperative.
16. Stay informed on industry changes and new innovations, by attending various job-related training opportunities, webinars, workshops, conferences and classes as required.
17. Prepares various reports as needed.

Necessary Skills:

- Must possess excellent communications skills (both writing and speaking), organizational skills and computer skills to perform assigned duties.
- Be an attentive listener.
- Communicate with diverse groups of people.
- Reason and make decisions, based on matters at hand.
- Express thoughts, ideas, and information in a clear and precise manner.
- Project a positive image of the cooperative to members, employees, the board of directors, and the community.
- Maintain confidentiality of cooperative, board, staff, and membership information.
- Speak with poise, voice control, and confidence using correct English and well-modulated voice.
- Possess well-developed organization skills, demonstrate attention to detail, exhibit strong time-management skills, ability to multitask, and punctuality.
- Requires mathematical development sufficient to perform addition, subtraction, multiplication and division, apply fractions, and percentages.
- Compute and record numbers correctly.
- Follow procedures for keeping records.

- Efficiently enter figures in books and forms and operate a calculator or personal computer. Perform work that is routine and detailed. Read and understand instructions, safety rules, etc.
 - Is skilled in the use of a telephone system along with other common office equipment.
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Physical Demands:

While performing the duties of this position, the incumbent is primarily required to talk, hear, listen, sit, stand, crouch, balance, kneel, walk, reach, lift up to 50 lbs, stoop, bend, climb and frequently utilize a keyboard/computer. Applicants must possess the ability to withstand prolonged periods of sitting at a desk working on a computer. Specific vision capabilities include close vision, peripheral vision, depth perception and the ability to adjust focus. Incumbent will be required to drive a vehicle to perform some of the duties.

Mental Demands:

While performing the duties of this position, the incumbent will be required to problem solve, read, write, and analyze data, work under schedules and deadline pressure, present information to others, work independently, use discretion, work with difficult people, and use judgement for confidential or sensitive information/issues.

Work Environment/Location:

This is a full-time permanent position that reports to the cooperative's headquarters building located at 4000 32nd Ave S. Grand Forks, ND.

Work hours are 7:30 a.m. – 4:30 p.m., Monday – Friday.

This position is paid based on a 40-hour work week with some overtime periodically.

Must be able to respond to after-business hours off-peak emergency calls.

Licenses or Certifications Required:

Valid driver's license required.

Job Qualification Standards

- Associate or two-year technical degree required; in electrical, electronics, or related field preferred.
 - Electrical utility experience may be substituted for preferred majors.
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Competencies:

- Organizational: Safety, integrity, teamwork, innovation, and reliability.
- Job: Approachability, customer/member focus, functional/technical skills, organizing, time management.
- Specific Skills: Skilled in Microsoft Excel, Word, Access, and PowerPoint.

Safety Training

Employees shall commit to working safely and attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments. Employees shall have a fundamental knowledge of basic first aid, cardiopulmonary resuscitation, safe driving responsibilities, and emergency Mayday procedures.

Agreed:

Approval:

Employee

Member/Energy Services Manager

Date

Date

The position description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the needs of the business. Nodak Electric Cooperative, Inc. retains the discretion to add to or change the duties of the position at any time.