ELECTRIC OUTAGE MANAGEMENT SYSTEM (OMS) COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: The Electric Outage Management System (OMS) Coordinator is responsible for the management and coordination of outage information data from the City's Outage Management System with the City's telephone (Interactive Voice Response or IVR) system, email, and web site for the City's Electric utility to reduce electric outage time and further the utilization of technology for operational efficiency. The Electric OMS Coordinator provides support to electric utility staff in the Electric Control Room, electric utility management, and electric utility field staff to ensure the outage information and OMS are utilized to effectively prepare for and restore electric service after interruptions; provides system analysis information to management to ensure that they are aware of interruptions, causes (when known), and the restoration process and its status; coordinates needs analysis; uses OMS reports and queries to ensure the OMS contributes to improvements to the reliability of electric utility services to utility customers; and manages and coordinates the development, maintenance, and enhancement of outage information systems and the OMS and the communication between the OMS and other City software applications, such as the Customer Information System (CIS), Advanced Metering Infrastructure (AMI), Meter Data Management System (MDMS), and Geographic Information System (GIS). In addition, this class reviews OMS data to ensure accuracy, reliability, and timeliness of data; develops and administers performance measures to assess the performance of the OMS including improvements in the reliability of service to customers and the effectiveness of communications with management and customers; leads all needs analysis with various City departments to design and assist in the development and implementation of data reports and additional functionality requirements; manages the development and documentation of OMS business processes, departmental and City policies and procedures, and short- and long-term objectives; and makes oral and written presentations to senior internal and external staff. This class performs related duties as required.

Distinguishing Features: This class is distinguished from the class Electric System Superintendent in its focus on the development and the utilization of outage information and the OMS to improve the electric utility's response and restoration of interruptions in electric utility service to electric customers. The Electric OMS Coordinator serves as the subject matter expert for Mesa's electric OMS and will be functionally responsible for modifying, if necessary, and coordinating changes to all processes involved in identifying interruptions in electric utility service and the components requiring remediation to restore service safely and efficiently. The incumbent in this class exercises considerable independence and initiative and demonstrates analytical skills and an understanding of information technology and business concepts. This class is supervised by the Electric System Superintendent who reviews work through conferences, reports, and overall results achieved. This position is subject to 24-hour emergency call-out and rotational stand-by. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Software Systems, Statistics, Mathematics, or a related field.

Considerable (3 - 5 years) professional experience in business and systems analysis and any combination of training, education, or experience equivalent to two years of experience in the design, construction, repair, operations, or maintenance of an electric distribution utility system.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Certification as a Project Management Professional (PMP). Experience with Supervisory Control and Data Acquisition (SCADA) Systems or Utility Network experience. Experience working with an Electric OMS.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, vendors, management, and contractors in order to provide information regarding Electric's OMS business processes and departmental and City policies and procedures. Understands the business functions of an electric distribution utility to explain how to develop and organize solutions to outage related issues and recommend available alternatives. Utilizes various presentation techniques to make presentations and recommendations. Ensures proper training and instructs others in a classroom or virtual setting regarding policies, procedures, and functionality of the OMS. Improves communication processes within and outside the City. Establishes and maintains good working relationships with customers, team members, management, etc. Prepares written documents including spreadsheets, emails, memos, presentations, management reports, operating procedures, and training manuals with clearly organized thoughts and using proper sentence structure, punctuation, and grammar.

Manual/Physical: Operates a variety of standard office equipment such as a personal computer (PC), telephone, calculator, and printer to acquire, process, and disseminate information. Enters data or information into a computer workstation using a keyboard or other device to manage projects. Prepares and updates schedules, graphs, or documentation to achieve project results, report project status, and create presentations. Attends meetings and seminars. Meets scheduling and attendance requirements.

Mental: Identifies areas/opportunities for business process improvements and enhancements using technology. Comprehends and makes inferences from written material including departmental policies and procedures, training curriculums, and various reports. Leads system and needs analysis with City departments and internal department stakeholders to design and assist in the development and implementation of data reports. Maintains application security and configures applications to support business processes. Creates training modules, manuals, and procedures. Documents and develops business processes. Develops solutions to system problems with the Department of Innovation and Technology (DoIT) staff and using employee's own technical abilities. Plans, organizes, and/or coordinates the activities of project teams. Prioritizes own work. Coordinates work activities, project functions, and/or other tasks with other City departments/divisions, vendors, and consultants. Integrates and improves policies and procedures, short- and long-term objectives, and customer business plans.

Understands business needs, requirements analysis, complex business functions, and customer relations with multiple departments. Understands and analyzes problems, evaluates alternatives, determines resolutions, and recommends actions to improve efficiency. Participates in the development of operating procedures and training practices. Conducts studies of problems or administrative concerns and makes appropriate written and oral recommendations. Performs mathematical calculations and statistical computations. Learns job-related material in a classroom setting and/or through on-the-job training.

Knowledge/Skills/Abilities:

Knowledge of:

Electric distribution utility system, design, construction, repair, operations, and maintenance;
project management and control techniques;
database management systems and applications;
computer control systems;
theory, principles, and practices of system specification standards;
basic data processing procedures, operations, data flow, and records maintenance;
group dynamics and human behavior and the effects of both on members of a group;
principles, training methods, and technologies used in current training field practices;
learning theories and techniques as they apply to adult training programs;
total quality management philosophy and organizational application;
problem-solving and consultative skills;
basic personal computer software, including word processing, spreadsheets, and database management programs; and
department policies and procedures.

Skill in:

customer service; and
composing written reports documenting investigation results and recommendations.

Ability to:

analyze systems and procedures accurately and logically;
analyze data and present findings either orally or in writing;
analyze the need for modifications to or implementation of new business process flows;
grasp new technical and business concepts quickly;
explain technical data processing problems in non-technical terms both verbally and in writing;
confer with user representatives and outside vendors on operations and project technical problems;
logically analyze and synthesize complex systems to develop satisfactory solutions;
plan, organize, and coordinate activities to accomplish work assignments;
act as a liaison with the DoIT and Business Services;
compile reports from a variety of sources;
research and resolve routine system application problems;
remain aware of changes in the workplace and City operations;
prepare clear and accurate written documents and reports using proper business English sentence

structure, grammar, and punctuation;
instruct others in a classroom or virtual setting;
make oral and written presentations to senior internal and external audiences;
move light objects such as overhead projector or whiteboard;
consult with management to identify needs and solutions for implementing business processes across work groups, sections, divisions, and departments;
work effectively with groups of employees and departments to implement business processes across work groups, sections, division, and departments; and
establish cooperative working relationships with all levels of employees and other governmental, educational, and private agencies.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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MR/lb/js

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JOB FCTN-ADM	SWORN-No
INCREMENTS 39-200	