JOBS SURVEYED

34th Annual Survey

2025 Northwest Utilities Salary & Wage Survey

1.00 ACCOUNTING
1.01 Auditor
1.10 Chief Financial Officer
1.15 Controller
1.20 General Accounting Supervisor
1.25 Accountant - Senior
1.30 Accountant
1.40 Accounting Clerk
1.45 Payroll Administrator
1.50 Payroll Clerk
1.70 Rate Analyst

2.00 ADMINISTRATIVE SERVICES
2.01 General Manager
2.02 Assistant General Manager
2.05 Legal Counsel - In-house
2.10 Human Resources Director
2.11 Human Resources Manager
2.12 Human Resources Generalist
2.14 Benefits Administrator
2.15 Human Resources Assistant
2.18 External Affairs Director
2.20 Public Relations Director
2.23 Regulatory Affairs Analyst*
2.24 Regulatory / Government Affairs Manager
2.25 Regulatory/Government Affairs Director*
2.26 Community Relations Manager
2.30 Materials Manager
2.40 Materials Buyer
2.45 Contract Administrator
2.50 Executive Assistant
2.55 Administrative Assistant
2.60 Department Secretary / Clerk
2.65 Records Coordinator
2.70 Community Relations Coordinator
2.75 Safety Manager
2.80 Safety Coordinator
2.85 Business Analyst
2.88 Data Analyst
2.90 Project Manager
2.95 Project Coordinator

3.00 CUSTOMER SERVICE
3.01 Director of Customer Services
3.05 Customer Service Manager
3.10 Customer Service Supervisor
3.12 Customer Service Scheduler / Analyst
3.15 Customer Service Representative - Senior
3.20 Customer Service Representative
3.30 Customer Field Representative
3.40 Meter Reader
3.45 Meter Reading Manager
3.50 Receptionist
3.60 Credit & Collections Specialist

** New - 2025* *** Revised - 2025*

Milliman

154 benchmark positions

4.00 ENERGY RESOURCES
4.01 Director of Energy Resources
4.10 Power Manager
4.15 Enterprise Risk Management Director
4.20 Key Accounts Manager
4.30 Energy Services Manager
4.35 Conservation Programs Manager
4.40 Energy Programs Rep / Conservation Advisor
4.45 Power Analyst - Senior
4.50 Power Analyst
4.60 Power Scheduler
4.63 Generation Manager
4.65 Generation Superintendent
4.70 Generation / Power Plant Operator
4.75 Maintenance Planner / Scheduler
4.85 Re-licensing Coordinator
4.87 Environmental Manager
4.88 Environmental Specialist
4.90 Resource Biologist

5.00 ENGINEERING SERVICES
5.10 Engineering Director
5.11 Right of Way Agent
5.12 Environmental Compliance Manager
5.13 Reliability Compliance Manager
5.16 Compliance Coordinator
5.17 Utility Joint Use Specialist
5.18 Engineering Manager
5.20 Engineering Supervisor
5.30 Customer Engineering Supervisor
5.35 Electrical / System Engineer - Senior / PE
5.40 Electrical / System Engineer
5.42 Mechanical Engineer - Senior
5.43 Mechanical Engineer
5.45 Civil Engineer - Senior
5.50 Civil Engineer
5.56 Project Manager, Engineering
5.60 Engineering Technician
5.80 Engineering Aide / Clerk
5.85 GIS Supervisor
5.90 GIS Analyst
5.92 GIS Specialist
5.94 GIS / Drafting Technician
5.98 Drone Coordinator*

6.00 INFORMATION TECHNOLOGY
6.01 Director of Information Technology
6.10 Information Technology Manager
6.12 Project Manager, IT
6.14 Cybersecurity Analyst
6.15 Programmer / Analyst - Senior
6.20 Programmer / Analyst
6.25 Systems Analyst - Senior
6.30 Systems Analyst
6.37 Network Services Manager
6.38 Network Administrator
6.39 Network Engineer - Senior
6.40 PC Technician
6.60 Communications Systems Supervisor
6.85 Control Systems Engineer
6.87 Control Systems Technician
6.90 Automated Meter Infrastructure (AMI) Analyst*

7.00 OPERATIONS MANAGEMENT
7.10 Operations Director
7.20 Line Operations Superintendent
7.40 Facilities Manager
7.50 Operations Assistant
7.60 Buildings and Grounds Maintenance Worker
7.70 Contract Construction Inspector
7.80 Fleet Manager
7.83 Fleet Foreman
7.90 Tree-Trimming Superintendent

8.00 WATER MANAGEMENT
8.01 Director of Water & Wastewater Services
8.03 Wastewater Utility Manager
8.10 Water System Superintendent
8.20 Water Quality Manager
8.25 Water Quality Specialist
8.30 Water / Wastewater Treatment Plant Operator

9.00 BROADBAND SERVICES
9.02 Broadband Member Support Representative
9.05 Broadband Installer Technician
9.10 Broadband System Engineer
9.15 Broadband System Network Administrator

10.00 OPERATIONS
10.01 Foreman
10.04 Working Foreman
10.07 Tree Trimmer Working Foreman
10.11 Serviceman
10.15 Journey Lineworker
10.16 Apprentice Lineworker
10.19 Journey Tree Trimmer
10.23 Heavy Equipment Operator
10.27 Equipment Operator
10.31 Electric Utility Worker
10.35 Utility Helper
10.38 Flagger
10.43 Working Foreman - Wireman
10.51 Substation / Utility Wireman
10.59 Meter Foreman
10.63 Meter Relay Technician
10.67 Journey Meter Technician
10.70 Communications Field Technician
10.71 Telecommunications Foreman
10.75 Telecommunications / Splicing Technician
10.76a Systems Operator
10.76b Dispatcher - Transmission Distribution
10.77 Dispatcher - Service
10.78 Generation Plant Mechanic
10.79 Fleet Mechanic
10.83 Storekeeper
10.90 Wind Turbine Technician

11.00 WATER
11.30 Water System Technician - Senior
11.60 Water System Operator

salarysurveys.milliman.com

JOBS SURVEYED - Alphabetically

2025 Northwest Utilities Salary & Wage Survey

1.30	Accountant
1.25	Accountant - Senior
1.40	Accounting Clerk
2.55	Administrative Assistant
10.16	Apprentice Lineworker
2.02	Assistant General Manager
1.01	Auditor
6.90	**Automated Meter Infrastructure (AMI) Analyst***
2.14	Benefits Administrator
9.05	Broadband Installer Technician
9.02	Broadband Member Support Representative
9.10	Broadband System Engineer
9.15	Broadband System Network Administrator
7.60	Buildings and Grounds Maintenance Worker
2.85	Business Analyst
1.10	Chief Financial Officer
5.50	Civil Engineer
5.45	Civil Engineer - Senior
10.70	Communications Field Technician
6.60	Communications Systems Supervisor
2.70	Community Relations Coordinator
2.26	Community Relations Manager
5.16	Compliance Coordinator
4.35	Conservation Programs Manager
2.45	Contract Administrator
7.70	Contract Construction Inspector
6.85	Control Systems Engineer
6.87	Control Systems Technician
1.15	Controller
3.60	Credit & Collections Specialist
5.30	Customer Engineering Supervisor
3.30	Customer Field Representative
3.05	Customer Service Manager
3.20	Customer Service Representative
3.15	Customer Service Representative - Senior
3.12	Customer Service Scheduler / Analyst
3.10	Customer Service Supervisor
6.14	Cybersecurity Analyst
2.88	Data Analyst
2.60	Department Secretary / Clerk
3.01	Director of Customer Services
4.01	Director of Energy Resources
6.01	Director of Information Technology
8.01	Director of Water & Wastewater Services
10.77	Dispatcher - Service
10.76b	Dispatcher - Transmission Distribution
5.98	**Drone Coordinator***
10.31	Electric Utility Worker
5.40	Electrical / System Engineer
5.35	Electrical / System Engineer - Senior / PE
4.40	Energy Programs Rep / Conservation Advisor
4.30	Energy Services Manager
5.80	Engineering Aide / Clerk
5.10	Engineering Director
5.18	Engineering Manager
5.20	Engineering Supervisor
5.60	Engineering Technician
4.15	Enterprise Risk Management Director
5.12	Environmental Compliance Manager
4.87	Environmental Manager
4.88	Environmental Specialist
10.27	Equipment Operator
2.50	Executive Assistant
2.18	External Affairs Director
7.40	Facilities Manager
10.38	Flagger
7.83	Fleet Foreman
7.80	Fleet Manager
10.79	Fleet Mechanic
10.01	Foreman
1.20	General Accounting Supervisor
2.01	General Manager
4.63	Generation Manager
10.78	Generation Plant Mechanic
4.70	Generation / Power Plant Operator
4.65	Generation Superintendent
5.90	GIS Analyst
5.92	GIS Specialist
5.94	GIS / Drafting Technician
5.85	GIS Supervisor
10.23	Heavy Equipment Operator
2.15	Human Resources Assistant
2.10	Human Resources Director
2.12	Human Resources Generalist
2.11	Human Resources Manager
6.10	Information Technology Manager
10.15	Journey Lineman
10.67	Journey Meter Technician
10.19	Journey Tree Trimmer
4.20	Key Accounts Manager
2.05	Legal Counsel - In-house
7.20	Line Operations Superintendent
4.75	Maintenance Planner / Scheduler
2.40	Materials Buyer
2.30	Materials Manager
5.43	Mechanical Engineer
5.42	Mechanical Engineer - Senior
10.59	Meter Foreman
3.40	Meter Reader
3.45	Meter Reading Manager
10.63	Meter Relay Technician
6.38	Network Administrator
6.39	Network Engineer - Senior
6.37	Network Services Manager
7.50	Operations Assistant
7.10	Operations Director
1.45	Payroll Administrator
1.50	Payroll Clerk
6.40	PC Technician
4.50	Power Analyst
4.45	Power Analyst - Senior
4.10	Power Manager
4.60	Power Scheduler
6.20	Programmer / Analyst
6.15	Programmer / Analyst - Senior
2.90	Project Coordinator
2.95	Project Manager
5.56	Project Manager, Engineering
6.12	Project Manager, IT
2.20	Public Relations Director
1.70	Rate Analyst
3.50	Receptionist
2.65	Records Coordinator
2.23	**Regulatory Affairs Analyst***
2.24	Regulatory / Government Affairs Manager
2.25	**Regulatory / Government Affairs Director***
5.13	Reliability Compliance Manager
4.85	Re-licensing Coordinator
4.90	Resource Biologist
5.11	Right of Way Agent
2.80	Safety Coordinator
2.75	Safety Manager
10.11	Serviceman
10.83	Storekeeper
10.51	Substation / Utility Wireman
6.30	Systems Analyst
6.25	Systems Analyst - Senior
10.76a	Systems Operator
10.75	Telecommunications / Splicing Technician
10.71	Telecommunications Foreman
10.07	Tree Trimmer Working Foreman
7.90	Tree-Trimming Superintendent
10.35	Utility Helper
5.17	Utility Joint Use Specialist
8.03	Wastewater Utility Manager
8.20	Water Quality Manager
8.25	Water Quality Specialist
11.60	Water System Operator
8.10	Water System Superintendent
11.30	Water System Technician - Senior
8.30	Water / Wastewater Treatment Plant Operator
10.90	Wind Turbine Technician
10.04	Working Foreman
10.43	Working Foreman - Wireman

Job Descriptions ...

GENERAL GUIDELINES . . .

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although some job descriptions may specify a **college degree** as a typical qualification, a degree is usually not an absolute necessity. Equivalent knowledge and experience may be substituted for a degree in many instances. When a degree is mentioned as a typical qualification, it is assumed to be in a related discipline. A Bachelor's Degree is implied unless otherwise stated.
- Most job descriptions specify a **minimum length of experience** as a typical qualification. The number of years should be used as a guideline only. Job-related experience is always implied.
- Many jobs in this survey specify a **particular level in a typical job hierarchy** (e.g., Accounting Clerk (Senior)). All job titles in this survey which do not identify a level (e.g., senior) are referring to the intermediate level. Organizations with a one-level job (no entry or senior level) will usually be able to match their job to the intermediate level.
- The **intermediate level** is considered a fully trained, fully proficient level.

1.00 ACCOUNTING

1.01 AUDITOR

Reviews the operation on behalf of the commissioners (Board of Directors) and the General Manager and serves as a managerial control, which functions by measuring and evaluating the effectiveness of contracts, policies, plans and procedures.

1.10 CHIEF FINANCIAL OFFICER

Responsible for overall financial management of the utility. Administers budget. Directs financial policies and plans, accounting practices and fiscal controls. Responsible for financial statements. Provides direction for financial planning.

1.15 CONTROLLER

This position generally reports to the Chief Financial Officer and requires a degree and 5-8 years experience or equivalent. Manages the overall accounting activities of an organization. Administers accounting policies and directives. May assist in development of organization policies, procedures, forecasting, and strategic planning.

1.20 GENERAL ACCOUNTING SUPERVISOR

Responsible for all accounting matters regarding payroll, general accounting and accounts payable; maintains accurate records and accounts in compliance with FERC.

1.25 ACCOUNTANT - SENIOR

Under accounting supervisor, job duties may include: preparing and analyzing monthly, quarterly and annual financial statements; maintaining extensive financial records for support of financial statements; preparing and posting routine and complex journal entries to the general ledger system to record activity and adjustments; reconciling general ledger to subsidiary ledgers, financial reports and activities to ensure the accuracy of reported information; auditing, approving and posting vouchers for payment; preparing reports for various state and federal agencies.

1.30 ACCOUNTANT

Under accounting supervision, performs general accounting activities. Prepares financial statements. Prepares routine and adjusting journal vouchers. Maintains various subsidiary records and ledgers. Audits and prepares documents for payroll, supply inventories and fleet expenses. Prepares miscellaneous accounts receivable billings.

1.40 ACCOUNTING CLERK

Prepares and maintains accurate records and accounts for accounts receivable and/or payable, including other related financial and statistical reports. May assist with payroll process and record keeping. Types, sorts and files related correspondence, forms, records, reports, etc.

1.45 PAYROLL ADMINISTRATOR

Coordinates the preparation and distribution of the organization's hourly/salaried payrolls for single or multiple locations. Maintains employee time sheets/cards and computes total time worked for each payroll period. Assures that all legally required taxes/contributions and other deductions are withheld from paychecks. Prepares and files required reports and/or payments to government agencies, insurance carriers, other organizations and individual employees. Resolves payroll problems. May direct the work of lower level clerks. Intermediate level position requiring 2-3 years of experience.

1.50 PAYROLL CLERK

Assists in all accounting matters regarding payroll and wage schedules.

1.70 RATE ANALYST

Reviews and analyzes electric and/or water rates and charges. Performs cost-of-service analysis and related rate studies. Monitors and evaluates the performance of rates. Typically requires degree (business administration or related field) plus 3-5 years utility experience in the area of cost-of-service and rate design.

2.00 ADMINISTRATIVE SERVICES

2.01 GENERAL MANAGER

Runs the utility at the discretion of the commissioners.

2.02 ASSISTANT GENERAL MANAGER

Assists the General Manager in the operation of the utility and assists all departments in the consulting capacity as necessary. Serves as acting General Manager in the absence of the General Manager.

2.05 LEGAL COUNSEL - IN-HOUSE

Manages and coordinates the actions of the Legal Department. Provides legal counsel to the Commission and management on legal issues. Provides legal interpretations and recommendations to directors and managers. Reviews all legal documents, contracts and resolutions to ensure the utility's interests are legally protected. Arranges for the prosecution and defense in litigation matters for the utility.

2.10 HUMAN RESOURCES DIRECTOR

Responsible for all Human Resources functions of the utility; directs and manages employment, wage/salary and benefit administration, training and development, health and employee services and labor relations functions. This position typically has subordinate managers.

2.11 HUMAN RESOURCES MANAGER

Develops and/or implements human resource policies and programs within the policy guidelines formulated by top human resource or general management. Typically directs the following human resources functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services. Usually supervises the activities of professional and clerical Human Resource staff. Typically requires a degree and 5-8 years experience.

2.12 HUMAN RESOURCES GENERALIST

Administers programs, procedures, and plans used in carrying out human resource policies. Provides guidance to executives, managers, supervisors, and employees on various human resource issues. Typically provides services in the following areas: employee relations, employment, affirmative action, compensation, benefits, safety, and training. This is the intermediate level human resource staff professional with no supervisory responsibility.

2.14 BENEFITS ADMINISTRATOR

Administers and analyzes the organization's benefit programs. Provides detailed information to human resources representatives and/or employees on various benefit programs. May supervise and/or provide training for benefits clerks. This position typically requires 3-4 years benefits experience.

2.15 HUMAN RESOURCES ASSISTANT

Performs moderately complex activities in support of the human resources function. Conducts or assists in conducting project work in the area of employment or affirmative action, employee communications, employee events, benefits and salary administration, or HRIS. Compiles and maintains data; prepares reports. Answers and refers personnel-related questions and inquiries. Initiates and prepares human resources actions.

2.18 EXTERNAL AFFAIRS DIRECTOR

Leads and directs the work involved in building and sustaining strategic relationships with key constituents, community groups, organizations, and other stakeholders. Directs internal and external communication activities, and serves as the communications lead between the utility and all levels of government and regulatory offices. Leads internal management of regulatory issues, and oversees policy recommendations to executive management. Ensures the utility complies with new laws, and other critical issues requiring immediate attention. Assembles teams and resources for problem solving on issues important to the utility and the community. Typically supervises the activities of External Affairs department staff.

2.20 PUBLIC RELATIONS DIRECTOR

Responsible for public affairs, legislative affairs, public information and community development. Tracks and communicates industry trends. Maintains knowledge of state and federal legislation affecting the utility. Represents the utility's perspective to legislators and industry organizations, and at various local and statewide organizations and councils. Develops and manages market research.

2.23 REGULATORY AFFAIRS ANALYST*

Responsible for supporting regulatory compliance efforts, including monitoring regulatory changes, analyzing legislation, and assisting in the preparation of regulatory submissions. Collaborates with internal departments to ensure adherence to regulatory requirements and provides insights on regulatory impacts on operations. Maintains accurate records and documentation of regulatory activities. Typically requires a bachelor's degree and 2-4 years of experience in regulatory affairs, compliance, or a related field.

2.24 REGULATORY / GOVERNMENT AFFAIRS MANAGER

Develops, oversees, and implements regulatory plans and procedures to comply with federal and state regulation and accepted industry practices. Interprets and analyzes regulation and legislation, while complying with all applicable regulations. Provides financial and regulatory analysis of new business opportunities and strategies, and assists in implementation. Supervises employees in the Regulatory Affairs Department. Typically requires a bachelor's degree, and 5-8 years of related experience.

2.25 REGULATORY / GOVERNMENT AFFAIRS DIRECTOR*

Directs the development and implementation of regulatory and government affairs strategies to ensure compliance with federal, state, and local regulations. Represents the organization in interactions with regulatory agencies and government officials, advocating for the organization's interests. Provides strategic guidance to executive management on regulatory matters and oversees the Regulatory Affairs team. Typically requires a bachelor's degree and 8-10 years of experience in regulatory affairs or government relations. This position typically has subordinate managers.

2.26 COMMUNITY RELATIONS MANAGER

Designs, plans, and oversees the organization's community relations strategy, including raising the profile of the organization as a key member in the local community. Provides direction on the management of community related PR and maintains good communication and a positive relationship with the community. May act as the representative in high-level interactions with the community, including local media groups. Typically requires a degree and 5-8 years experience.

2.30 MATERIALS MANAGER

Responsible for the basic functions of purchasing, inventory management, warehousing and stores, and distribution; disposal of surplus materials and equipment repair.

2.40 MATERIALS BUYER

Responsible for buying, ordering and processing of purchase requisitions for the district's materials services and equipment; reviews all requisitions, establishes prices and deliveries; selects vendors.

2.45 CONTRACT ADMINISTRATOR

Responsible for the development and preparation of complex bid documents, including contract terms and conditions. Performs contract administration responsibilities including review and drafting of amendments and service directives, answers questions on contract interpretation, and provides advice on contract issues. This is an intermediate level non-supervisory contract administrator position, typically requiring a degree and 3-5 years of experience.

2.50 EXECUTIVE ASSISTANT

Provides secretarial support to the General Manager; recording secretary for Board of Directors.

2.55 ADMINISTRATIVE ASSISTANT

Performs administrative duties and coordinates office services in support of departmental managers and/or directors. Analyzes and improves administrative business processes. May be responsible for maintaining technical records and producing management reports. May supervise clerical employees. Requires exceptional organizational and interpersonal skills and ability to operate all types of office equipment including personal computers and related software.

2.60 DEPARTMENT SECRETARY / CLERK

Responsible for secretarial/clerical support for a given department. Types correspondence and generates department reports, maintains records, makes copies and does computer data entry. May schedule appointments, perform filing, give information to callers, and otherwise relieve staff of clerical work.

2.65 RECORDS COORDINATOR

Organizes, schedules, and performs records management functions, including storage, retrieval, retention, and destruction in compliance with federal and state law; represents the District as the Records Officer in appropriate meetings with state and other agencies; protects the integrity, security, and confidentiality of documents and records. Typically requires 5+ years of office experience, with emphasis on records management.

2.70 COMMUNITY RELATIONS COORDINATOR

Plans and conducts relations programs to create a favorable public image. Coordinates promotion of utility products, programs and services. Creates and designs communications and promotional materials as assigned.

2.75 SAFETY MANAGER

Plans, directs, and implements the Utility safety program to ensure a safe, healthy and accident-free work environment. Administers accident prevention programs, conducts on-site inspections, and prepares studies and analyses of industrial accidents for use by company personnel and visits electrical and/or water crews involved in construction.

NOTE: Typically found in utilities with greater than 250 employees.

2.80 SAFETY COORDINATOR

A generalist role coordinating safety and environmental functions. Develops, coordinates and implements safety programs that result in a safe and healthy work environment for all employees. Ensures compliance with all Federal and State safety laws and regulations and company safety procedures and processes. Assists with accident investigations and processes damage claims. Promotes employee safety awareness by coordinating training and seminars, participates at safety committee and provides on-going safety communications to employees.

NOTE: Typically found in utilities with less than 250 employees.

2.85 BUSINESS ANALYST

Responsible for establishing and designing business process requirements for technology and information services related to diverse enterprise business, financial, and operations systems critical to core organizational functions. Facilitates implementation of new or improved business practices, prepares and delivers reports; develops and establishes quality assurance methods and testing standards for new or enhanced applications.

2.88 DATA ANALYST

Designs, develops, enhances and utilizes advanced data analytics and tools to meet customer and business decision-making needs. Analyzes complex data and related information, draws conclusions and recommends new or enhanced data analytics practices and techniques. Serves as a data and analytics resource for special projects, client requests, and reports requiring analytics. Collaborates on designing, developing, and troubleshooting new and existing business intelligence reporting tools, and tests and validates tools and data for accuracy. Makes written and verbal recommendations to management to provide ongoing insight into strategy and operations. May supervise and / or train staff. Bachelor's degree required. Master's degree preferred. Typically requires 3-5 years of experience in a data analytics or business intelligence role.

2.90 PROJECT MANAGER

Manages project teams involved in research of existing operations, procedures, workflow, product or service requirements in various areas. Manages/directs analysis of assembled data to define problems and development areas which may include cost/benefit analysis and studies on the necessity and scope of the project. Develops and reviews project funding and expense budget. Typically requires 7-10 years experience in the project area and advanced knowledge of the project area. Extensive to in-depth knowledge of organization and operations and advanced knowledge of the project area. Extensive to in-depth working knowledge of management techniques as applied to projects/directing teams of professional employees.

2.95 PROJECT COORDINATOR

Plans and coordinates activities of designated projects for the organization. Tracks and enters project related data. Produces status reports on project performance. Gathers, analyzes and interprets data and information on project outcomes including scope of project, objectives, methodologies and major duties of project participants. Monitors and evaluates projects to ensure adherence to project specifications and standards. Provides direct support to the project team, project manager or department management.

3.00 CUSTOMER SERVICE

3.01 DIRECTOR OF CUSTOMER SERVICES

Directs existing customer service programs, processes and standards that support the company mission. Monitors programs and procedures to ensure on-time delivery and customer satisfaction. Initiates and/or reviews the publication of technical service manuals, catalogs, bulletins, and other customer service literature. Directs one or more customer service functional areas such as customer call center, customer billing, credit and collections, customer relations and other special programs offered to benefit customers. This position typically has subordinate managers.

3.05 CUSTOMER SERVICE MANAGER

Manages existing customer service programs, processes, and standards that support the company mission. Monitors programs and procedures to ensure on-time delivery and customer satisfaction. May assist with the publication of technical service manuals, catalogs, bulletins, and other customer service literature. Manages one or more customer service functional areas such as customer call center, customer billing, credit and collections, customer relations and other special programs offered to assist customers. Typically requires a degree and at least 3 years of experience in supervising customer activities.

3.10 CUSTOMER SERVICE SUPERVISOR

Responsible for overseeing various functions such as customer billing, meter reading, data entry, credit and collections, customer relations and/or special programs offered to benefit customers.

3.12 CUSTOMER SERVICE SCHEDULER / ANALYST

Plans and schedules the daily staffing requirements for a moderate to large size customer service/call center department. Utilizes forecasting software to project changing department needs to meet expected customer activity. Ensures adequate staffing, analyzes trends in call volumes to forecast scheduling, and handles all reporting requirements related to call center activity.

3.15 CUSTOMER SERVICE REPRESENTATIVE - SENIOR

Responsible for responding to customer credit and collection inquiries and requests including application for service and disconnect orders, account and billing questions, equal pay and landlord agreements. May take payments and prepare bank deposits. May assist with the training and supervision of lower level Customer Service Reps. This is the senior level typically requiring in-depth knowledge of company procedures, products, and services.

3.20 CUSTOMER SERVICE REPRESENTATIVE

Responsible for responding to customer credit and collection inquiries and requests including application for service and disconnect orders, account and billing questions, equal pay and landlord agreements. May take payments and prepare bank deposits.

3.30 CUSTOMER FIELD REPRESENTATIVE

Responsible for collecting overdue accounts or disconnecting electric service at residence of delinquent accounts. Places overdue and disconnect notices at residence. Picks up utility payments from pay stations.

3.40 METER READER

Reads customer meters and enters information into hand-held reading device. Ensures meters are properly sealed.

3.45 METER READING MANAGER

Manages a variety of field service activities for meter reading and field collection including, reading and reporting of electric and water meters including service orders and investigative readings, disconnection and reconnection of customer electric services, and maintenance of the electronic meter reading system including hardware, software and equipment.

3.50 RECEPTIONIST

Provides clerical support as needed. Opens mail, types correspondence and reports, distributes information, maintains records, answers main office switchboard.

3.60 CREDIT & COLLECTIONS SPECIALIST

Upload/download meter readings; prepare data for billing and process, run ledgers, and reports. Prepare delinquent accounts for disconnection, and collection process. Work with customers on making payment arrangements. Work with community agencies that offer financial assistance to customers. Work with collection agencies on closed accounts, and represent the District in Small Claims Court.

4.00 ENERGY RESOURCES

4.01 DIRECTOR OF ENERGY RESOURCES

Responsible for the procurement and management of power supply for the Utility including overseeing the operation of a generating facility and negotiating and managing contracts for electricity and gas commodity transportation. May be responsible for Utility industrial and/or commercial energy services.

4.10 POWER MANAGER

Provides technical planning and engineering support for demand side management programs; develops load forecasts; studies and evaluates engineering economics and technical feasibility of generation, transmission, load management, conservation, and fuel resources.

4.15 ENTERPRISE RISK MANAGEMENT DIRECTOR

Identifies, develops, and implements cost effective approaches to minimize risk associated with operations, energy development, energy trading, and power marketing activities. Has lead responsibility for quantifying physical and financial risk exposure associated with resource supply and loss protection. Oversees the development of models and quantitative studies. May also oversee credit risk functions. Identifies solutions to mitigate risk. Typically reports to the CFO and has experience in risk, economics, statistics, finance, power trading and risk management.

4.20 KEY ACCOUNTS MANAGER

Builds relationships and manages accounts with commercial and industrial customers. Directs special projects in order to coordinate efforts, provide a communication path and expedite resources as necessary. Determines the needs of customers and how they can be met.

4.30 ENERGY SERVICES MANAGER

Advises customers on efficient utilization of electric energy. Coordinates and implements all conservation activities. Provides load data and analysis for residential, commercial and small industrial loads. Evaluates, implements and manages local, state, regional and national conservation programs in which the utility decides to, or is mandated to, participate. Prepares annual budgets associated with conservation programs.

4.35 CONSERVATION PROGRAMS MANAGER

Develops and implements energy and/or water conservation programs and promotes renewable or alternative energy activities. Manages financial and business aspects of conservation programs and is responsible for ensuring compliance with internal policies and external regulations. Effectively markets programs and products to customers. Develops and maintains relationships with stakeholders and promotes cooperation with other local and regional entities.

4.40 ENERGY PROGRAMS REP / CONSERVATION ADVISOR

Implements conservation programs; provides on-site evaluation, technical support and inspection. This may include heat loss calculations and providing customers and installers with information for conservation services.

4.45 POWER ANALYST - SENIOR

Identifies contract opportunities, both purchase and sale agreements, and negotiates power purchase agreements. Conducts load and resource planning, forecasting and analysis. Participates on regional energy industry forums or working groups representing and advocating district interests and positions. Negotiates a variety of power and transmission purchase and sale agreements. Considers means to reduce risk factors and presents recommendations to risk management committee. Integrates new large customers, including procuring power supply and transmission. May interface with BPA regarding power and transmission issues, billing, and contracts. Participates on internal generation project development teams. Presents recommendations to management or elected officials. Typically requires 6-10 years experience in energy planning, trading, marketing, operations or related area.

4.50 POWER ANALYST

Identifies contract opportunities, both purchase and sale agreements, generally for terms longer than 24 months. Conducts load and resource planning and forecasting. Participates on regional energy industry forums or working groups representing and advocating district interests and positions. Identifies structured transactional opportunities. Negotiates a variety of power and transmission purchase and sale agreements. May present recommendations to management or elected officials. Intermediate position, typically requires 3-4 years experience in energy planning, trading, marketing, operations or related area.

4.60 POWER SCHEDULER

Prepares daily resource schedules and formulates weekly and monthly resource utilization plans and performs analytical studies of power resource management. Arrange for interchange schedules with other utilities to utilize the rights and obligations under the coordination agreements and power sales contracts. Arranges power exchanges with other utilities as required to meet load or dispose of surplus power.

4.63 GENERATION MANAGER

Oversees the operation and maintenance of the power generation plant through subordinate supervisors. Oversees major overhaul of plant equipment; makes recommendations concerning alterations and improvements to the plant; reviews plans and specifications relating to installation and repair of plant equipment. Oversees plant safety program including safety policies and procedures, maintains records and prepares reports on plant operations; responds to emergency calls regarding plant problems and outages.

4.65 GENERATION SUPERINTENDENT

Supervises and coordinates the activities of skilled trade workers and foreman involved in the operation, repair and maintenance of utility plant generation systems and equipment. Has full supervisory responsibility. Oversees work scheduling and work plan implementation. Participates in development of long range plans and budgets. Typically reports to the Generation Manager.

4.70 GENERATION / POWER PLANT OPERATOR

Controls or operates power generation equipment, such as steam, gas, coal, nuclear, or hydro-driven generators often through the use of panelboards, control boards, or automated equipment and systems to regulate the flow of power. Conducts tests and inspections of products, services, or processes to evaluate quality or performance. Records malfunctions of equipment, instruments, or controls. May perform mechanical reports. Typically requires completion of an apprenticeship and 3 years power plant operator experience.

4.75 MAINTENANCE PLANNER / SCHEDULER

Plans and schedules maintenance activities for a power plant, transmission, distribution, or other utility systems. Develops labor and materials cost estimates, work schedules, and maintenance forecasts. Maintains work plans and provides status reports to management. Requires strong analytical and communication skills. Also requires strong technical knowledge of the associated plant or system, typically acquired through hands on experience working as a journey worker in a related skilled trade. Typically reports to a manager.

4.85 RE-LICENSING COORDINATOR

Assist in the development and management of hydroelectric facilities licensing, including re-licensing activities and ongoing post-license compliance. Manages a multi-disciplinary project team. Develops project work plans, confirms and acquires necessary resources, coordinates agency and contractor efforts, and effectively resolves technical or public issues relating to projects or program area.

4.87 ENVIRONMENTAL MANAGER

Plans, directs, and coordinates activities and programs to enhance and protect natural resources of an organization such as water quality, water conservation, environmental education, fisheries, tree planting, and stream cleanup. Manages a team of professional staff, and may oversee field operations. Develops and promotes environmental programs through public education. Organizes and implements environmental programs in compliance with federal, state, and local laws.

NOTE: Typically found in utilities with greater than 250 employees.

4.88 ENVIRONMENTAL SPECIALIST

Performs highly technical work in support of environmental programs and initiatives. Work involves application of intermediate scientific principals and knowledge. Specific tasks may include conducting environmental studies, performing environmental sampling and monitoring, collecting and analyzing of data, inspecting facilities and/or construction sites for environmental concerns and/or non-compliance issues, organizing and leading groups of volunteers for environmental restoration or education and outreach events. Typically requires a bachelor's degree and 5 years of experience.

4.90 RESOURCE BIOLOGIST

Develops and implements various fish/wildlife programs, along with other environmental matters related to compliance with operational license requirements. Coordinates in field activities supporting wildlife management plans, resident fish programs, habitat development and preservation.

5.00 ENGINEERING SERVICES

5.10 ENGINEERING DIRECTOR

Manages and supervises the activities of the Engineering Department. Coordinates construction and maintenance projects with the Operations Department. Develops standard procedures and material specifications. Monitors system loads; evaluates and produces annual reports, system studies, long range plans and system improvements.

5.11 RIGHT OF WAY AGENT

Administer all land management activities, including right-of way cost estimates, fair market value appraisals, appraisal review, acquisition documents preparation, negotiations, relocation assistance, condemnation preparation, and property management.

5.12 ENVIRONMENTAL COMPLIANCE MANAGER

Responsible for oversight, management and communication of the agency's Federal Energy Regulatory Commission (FERC) license and compliance activities. Ensures that the organization effectively and efficiently manages and executes the implementation, monitoring, and reporting FERC license requirements associated with existing and new licenses. Manages and provides guidance and leadership on legislative, regulatory, and legal issues such as environmental and FERC licensing issues, cultural resources, hazardous materials, permitting, and other regulatory requirements, including key issues associated with mandatory license conditioning, new FERC license implementation, state and federal permitting, and water rights.

5.13 RELIABILITY COMPLIANCE MANAGER

Manages and administers the agency's reliability compliance program for adherence to the electric reliability standards of the North American Electric Reliability Corporation (NERC) and the Western Electricity Coordination Council (WECC) as they relate to the Bulk Electric System. Develops, communicates, and implements policies, processes, procedures and internal controls. Oversees data collection and retention. Performs internal reviews and investigations. Participates in regional or national forums, and promotes the agency's position within the power industry and regulatory agencies.

5.16 COMPLIANCE COORDINATOR

Coordinates implementation and ongoing monitoring of compliance activities related to system reliability and/or electric system cyber security. Tracks compliance standards and organizational compliance achievements. Assists in the implementation and monitoring of preventative, detective and compensating compliance controls, compliance procedures and operational processes.

5.17 UTILITY JOINT USE SPECIALIST

Plans and coordinates activities associated with third party use of utility's poles, conduit systems and communication facilities. Creates, updates, negotiates and manages Pole Attachment Agreements, Master Lease Agreements, Site Lease Agreements and monitors compliance with attaching entities. Responds to joint use inquiries, requests and billing questions. Manages projects, such as wireless antenna installations, involving structural analysis, design, coordination of build and final approval. Works directly with a wide variety of utility companies, agencies, operations and maintenance and construction personnel. Requires in-depth understanding and demonstrated ability to apply engineering fundamentals, utility policy and procedures to process requests for the joint use of utility facilities. Works independently under limited supervision.

5.18 ENGINEERING MANAGER

Performs complex design engineering or engineering at the design engineer level. Oversees other supervisors within engineering. Typically requires a B.S. degree and 8 or more years related experience.

5.20 ENGINEERING SUPERVISOR

Responsible for managing engineering design and construction including standards, specifications and electrical system capital construction budget. Manages the use and loading of the electrical system, mapping, recording of system facilities, investigation of special problems and solutions. Coordinates joint use of facilities with other utilities. Manages development of SCADA system.

5.30 CUSTOMER ENGINEERING SUPERVISOR

Supervises engineering office activity with system design improvements to serve customers, subdivisions and commercial complexes; assists in preparation of construction programs; responds to customer inquiries; reviews warehouse inventories to assure material availability.

5.35 ELECTRICAL / SYSTEM ENGINEER - SENIOR / PE

Performs complex electrical engineering analysis, design, and studies, for one or more utility infrastructure systems and equipment, such as power distribution, substations, transmission, generation systems; water/ wastewater systems; or communication systems. Develops project scope and requirements; coordinates with other agencies or groups; makes economic and engineering evaluations, sketches computations and notes; recommends action; evaluates project sites; evaluates environmental impact, test data, procedure and materials. May also perform engineering project management during project implementation. This is a fully skilled professional level job. Typically requires P.E. or an electrical engineering degree and may review and supervise other positions.

5.40 ELECTRICAL / SYSTEM ENGINEER

Performs electrical engineering analysis, design, and/or studies for one or more utility infrastructure systems and equipment, such as power distribution, substations, transmission, generation systems, water/ wastewater systems; or communication systems. Interprets project scope and requirements; develops alternatives; coordinates with other agencies or groups; makes economic and engineering evaluations, sketches computations and notes; recommends action; evaluates project sites; evaluates environmental impact, test data, procedure and materials. May lead small projects or aspects of larger projects during implementation. This is an intermediate level professional job typically requiring an electrical engineering degree.

5.42 MECHANICAL ENGINEER - SENIOR

Performs complex mechanical engineering analysis, design, and studies for power, water and/or wastewater utility infrastructure systems and equipment, such as turbines, water supply systems, gates, hatcheries, etc. Develops project scope, requirements and construction documents; coordinates with other agencies or groups; makes economic and engineering evaluations, sketches computations and notes; recommends action; evaluates project sites; evaluates environmental impact, test data, procedure and materials. May also perform engineering project management during project implementation. This is a fully skilled professional level job. Typically requires P.E. or a mechanical engineering degree, and may review and supervise other positions.

5.43 MECHANICAL ENGINEER

Performs mechanical engineering analysis, design, and studies for power, water and/or wastewater utility infrastructure systems and equipment, such as turbines, water supply systems, gates, hatcheries, etc. Interprets project scope and requirements; develops alternatives and construction documents; coordinates with other agencies or groups; makes economic and engineering evaluations, sketches computations and notes; recommends action; evaluates project sites; evaluates environmental impact, test data, procedure and materials. May lead small projects or aspects of larger projects during implementation. This is an intermediate level professional job and typically requires a mechanical engineering degree.

5.45 CIVIL ENGINEER - SENIOR

Performs complex civil engineering analysis, design, and studies, for one or more utility infrastructure systems and equipment, such as substations, transmission facilities, power plants, water/wastewater plants, etc. Develops project scope, requirements and construction documents; coordinates with other agencies or groups; makes economic and engineering evaluations, sketches computations and notes; recommends action; evaluates project sites; evaluates environmental impact, test data, procedure and materials. May also perform engineering project management during project implementation. This is a fully skilled professional level job. Typically requires P.E. or a civil engineering degree, and may review and supervise other positions.

5.50 CIVIL ENGINEER

Performs civil engineering analysis, design, and/or studies for one or more utility infrastructure systems and equipment, such as substations, transmission facilities, power plants, water/wastewater plants, etc. Interprets project scope and requirements; develops alternatives and construction documents; coordinates with other agencies or groups; makes economic and engineering evaluations, sketches computations and notes; recommends action; evaluates project sites; evaluates environmental impact, test data, procedure and materials. May lead small projects or aspects of larger projects during implementation. This is an intermediate level professional job and typically requires a civil engineering degree.

5.56 PROJECT MANAGER, ENGINEERING

Manages, plans, and coordinates activities of engineering projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements, and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project, and arranges for recruitment or assignment of project personnel.

5.60 ENGINEERING TECHNICIAN

Performs advanced technical office and field tasks to support the design, construction, and maintenance of water and/or electric distribution systems and facilities with limited supervision. Works closely with customers, agencies, and operations and maintenance personnel to process requests for and provides guided assistance in the design of water and/or electric distribution systems.

5.80 ENGINEERING AIDE / CLERK

Assists engineering staff by performing clerical duties including PC computer operations, mapping, and field work.

5.85 GIS SUPERVISOR

Supervises functions or projects associated with geographical information systems, equipment, databases, and technical analysis systems (may work in Engineering or Information Systems Departments).

5.90 GIS ANALYST

Designs, develops and implements GIS applications. Provides programming and custom application development of the GIS database and streamlines and enables efficient use of GIS software and operating systems. Provides analysis of GIS data, including analysis of complex user requirements, and evaluating potential GIS software and tools.

5.92 GIS SPECIALIST

Responsible for creating and maintaining a GIS mapping system. Applies specialized GIS software knowledge and technical principles to projects and assignments. Under limited supervision, coordinates specialized projects. Responsible for creating, collecting, compiling, manipulating and maintaining data for various GIS applications as well as maintaining the accuracy of the GIS database(s) and technical files and documentation. Typically requires a 2 year degree in a related course of study and 3-5 years experience.

5.94 GIS / DRAFTING TECHNICIAN

Responsible for developing replacement maintenance work orders under direction of other qualified personnel, coordination and performance of utility underground locates, update system map books and specifications books and drafting of drawings for engineering and other departments using mechanical, GIS, and CADD methods.

5.98 DRONE COORDINATOR

Responsible for planning, coordinating, and executing drone operations for infrastructure inspections, maintenance, and data collection. Develops protocols and procedures for drone usage to ensure compliance with FAA regulations and utility safety standards. Collaborates with engineering and operations teams to integrate drone data into utility workflows, enhancing efficiency and accuracy in inspections and monitoring. Maintains drone equipment, schedules flights, and analyzes collected data to provide actionable insights. Typically requires a degree in engineering, aviation, or a related field, and 3-5 years of experience in drone operations or utility inspections.

6.00 INFORMATION TECHNOLOGY

6.01 DIRECTOR OF INFORMATION TECHNOLOGY

Directs all information technology activities, including application systems analysis, programming, information services operations, and personal computer resources. Responsibilities may include telecommunications, and acquisition of hardware and software.

6.10 INFORMATION TECHNOLOGY MANAGER

Responsible for overall computer activity of the district, including management of data processing personnel. Thorough knowledge of the district's computer systems, technology and industry related software. Provides for user training of employees.

6.12 PROJECT MANAGER, IT

Manages, coordinates, and establishes priorities for assigned IT projects. Designs project plans, which identify needs and define major tasks and milestones, based on scope, resources, budget, and personnel. Determines project needs and acquires resources required for the success of the project. Coordinates the development of new systems and/or applications projects, the modification of existing systems or applications, or changes in current methods or techniques. Coordinates project performance with the other work of the affected department or departments.

6.14 CYBERSECURITY ANALYST

Responsible for the security of technology and information systems, including internal IT systems, ecommerce, and web or cloud-based systems. Safeguards systems from attacks by unauthorized users and designs countermeasures against security breaches. Researches and evaluates new and emerging security trends and technologies, and makes recommendations on best practices for the protection of information. Evaluates security threats, assesses potential impact to the business, and implements strategies to detect and generate alerts on security incidents. Ensures compliance with security regulations and privacy laws. Works under moderate supervision. Intermediate level knowledge and skills. Works on moderately-complex projects and assignments. Moderate latitude for independent judgment and decision making. This is an intermediate level role, typically requiring 2-4 years experience.

6.15 PROGRAMMER / ANALYST - SENIOR

Provides analysis and programming skills in the development of computer based solutions for the improvement of business functions, which may include GIS. Communicates directly with personnel from all areas and levels, in preparing solutions, testing those solutions, and reviewing their validity. Leads small projects, defines appropriate solutions, and implements the solutions.

6.20 PROGRAMMER / ANALYST

Plans, designs, programs, implements, documents and maintains computerized systems, which may include GIS. Consults with clients to gather information about program needs. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment. Writes and maintains technical specifications, documentation to describe program development, logic, coding, testing, changes, and corrections.

6.25 SYSTEMS ANALYST - SENIOR

Defines, develops, and analyzes systems for business, scientific, or engineering applications, which may include GIS. Reviews, implements, and/or revises existing or new systems. Interfaces with users to identify requirements and resolve problems. May be functional lead over programmers/systems analyst and coordinate the activities of a small project.

6.30 SYSTEMS ANALYST

Maintains system selection, implementation and the ongoing operation of all computer-based information services, which may include GIS. Responsible for software development, systems design and programming activities. Provides technical assistance for management and user department personnel. Reviews and evaluates software and hardware acquisitions.

6.37 NETWORK SERVICES MANAGER

Responsible for departmental operation business functions, supervision, and capital budget of all aspects of the IT network department including: new network technologies and services, network architecture design, global network infrastructure, optimum network performance, network upgrades, advanced services, network-related application functions and strategic implementation.

6.38 NETWORK ADMINISTRATOR

Responsible for installation, maintenance, troubleshooting and day-to-day operation of IT network servers, PCs, and other hardware and software, which includes network protocols, internet and firewall. Responsible to ensure the proper capacity and security of the network.

6.39 NETWORK ENGINEER - SENIOR

Performs a variety of duties involving the analysis, evaluation, and formulation of methods and designs for the development and implementation of network operations and procedures, and microcomputer systems, to ensure network availability, reliability, performance, security and serviceability for district-wide communications systems. Provides project team leadership for a wide variety of complex communications projects. Works with District personnel to design and install fiber optic cabling in both overhead and underground configurations. Creates and maintains splice plans and diagrams.

6.40 PC TECHNICIAN

Responsible for operating systems, network applications and software. Provides in-house technical analysis, consultation and training to utility staff and may install and maintain PC hardware and peripherals.

6.60 COMMUNICATIONS SYSTEMS SUPERVISOR

Supervises communications network to provide reliable, responsive and cost-effective communications services. Negotiates contracts with service and equipment suppliers and coordinates initial installation and maintenance of telecommunications systems including but not limited to copper and optic fiber based systems. Serves as liaison between company and public carriers for voice and data services. Identifies conflicts between telecommunication facilities and work with other telecommunication companies on proper installation and clearance practices and determines solutions to these conflicts. Keeps abreast of new system designs, technology and tariffs to provide best possible cost benefits. May oversee interactive voice response, computer telephony integration and performance related monitoring systems.

6.85 CONTROL SYSTEMS ENGINEER

Designs, develops, implements, and supports computerized Energy Management Systems, including SCADA and other distributed control systems, such as those that communicate with hydraulic, electrical, and mechanical systems and devices. Supports ongoing 24/7 system reliability, and responds to trouble calls, as needed. May be responsible for maintaining compliance evidence and implementing systems that comply with applicable regulatory standards, such as NERC/WECC. May also be responsible for network engineering, network administration and cyber security. Typically requires a bachelor's degree in electrical engineering, systems engineering, computer science or closely related field and 5 years experience working with control systems.

6.87 CONTROL SYSTEMS TECHNICIAN

Installs, monitors, troubleshoots and programs SCADA and other communication systems, devices and related equipment. Requires knowledge of a wide variety of equipment and devices such as RTUs, relays, programmable logic controllers, and meters. Troubleshoots a variety of instruments and controls related to power generation, power transmission and distribution, or power plant operations. May perform basic programming of the SCADA system to maintain or enhance functionality. Typically requires specialized electronics training or completion of an apprenticeship and a minimum of 2 years experience.

6.90 AUTOMATED METER INFRASTRUCTURE (AMI) ANALYST*

Responsible for monitoring, analyzing, and managing the AMI system, including meter reads, interval data, alarms, and notifications. Supports making data available for customer billing, grid operations, energy efficiency, and system planning. Collaborates with other departments to ensure accurate and timely data flow and assists in troubleshooting and resolving issues related to the AMI system. Provides insights and analytics to enhance operational efficiency and customer service. Typically requires requires 2-4 years experience in metering technology solutions, information systems or a related field.

7.00 OPERATIONS MANAGEMENT

7.10 OPERATIONS DIRECTOR

Manages and supervises the general operations, maintenance and construction of the electrical system. May handle Safety Program, and ensure compliance with EPA hazardous substance regulations. Coordinates vehicle and construction equipment maintenance.

7.20 LINE OPERATIONS SUPERINTENDENT

Provides supervision of line crews assigned maintenance and construction of the electrical system. Works with Engineering to prepare work orders, prioritize jobs and review jobs prior to crews being dispatched and after job completion. Remains familiar with substation loads, feeder configurations and switching capabilities. Patrols and inspects lines.

7.40 FACILITIES MANAGER

Manages the maintenance of all Utility buildings and ground including planning and coordinating of construction projects for buildings, heating and cooling, electrical and plumbing services, landscaping, and the security of buildings and personnel. May manage the procedure for buying and selling of Utility property.

7.50 OPERATIONS ASSISTANT

Assists Operations Department in operational duties, including dispatching, scheduling, typing, filing, computer terminal operation, work orders, service orders and communicating with crews. Typically requires 3 years experience in utility operations or engineering.

7.60 BUILDINGS AND GROUNDS MAINTENANCE WORKER

Responsible for routine building maintenance including general cleaning inside and out, minor plumbing and electrical repairs, light change-outs, furniture moving and small painting jobs. Also responsible for grounds maintenance including grass cutting, trimming shrubs and trees, applying fertilizers and weed control, and general maintenance of the irrigation system.

7.70 CONTRACT CONSTRUCTION INSPECTOR

Acts as the utility's liaison to the general public and other agencies during the construction activity period by providing information, answering questions and resolving issues.

7.80 FLEET MANAGER

Manages activities concerned with operation and maintenance of utility and equipment fleet including repair, scheduled preventative maintenance, and fleet replacement.

7.83 FLEET FOREMAN

Provides daily work direction and oversight of vehicle maintenance and repair activities, and the quality and safety of the work performed. Assigns work based on resource and staffing availability. Schedules service requests and responds to customer inquires. Performs vehicle inspections. Provides technical assistance as needed to resolve difficult or complex service issues or repairs.

7.90 TREE-TRIMMING SUPERINTENDENT

Manages the Utility's forestry and vegetation maintenance program. Contracts and monitors maintenance crews, coordinates customer initiated requests, and develops customer service training for contractors.

8.00 WATER MANAGEMENT

8.01 DIRECTOR OF WATER & WASTEWATER SERVICES

Directs the operational, planning and customer service efforts of a medium to large size water utility and/or a wastewater system. Responsible for production and treatment of water and treatment of wastewater. Environmental responsibilities may include one or more of the following: a regional ground and surface water monitoring system, stream restoration program, or industrial water re-use programs.

8.03 WATER UTILITY MANAGER

Responsible for planning, organizing, directing, and controlling the activities of a waterworks system providing a safe and functioning wastewater treatment plant and collection system. Supervises and coordinates activities of a designated unit. Determines work procedures, prepares work schedules, and determines methods for expediting workflow. Assigns, reviews and approves the work of subordinate staff. Ensures consistent interpretation of laws, rules, policies, and procedures. May requires Professional Engineer License.

8.10 WATER SYSTEM SUPERINTENDENT

Manage the Water Department to accomplish the design, construction, operation and maintenance of water systems; work with customers to establish local utility districts for water service. Requires Professional Engineer License and state certifications, such as Water distribution Manager II, Water Treatment Plant Operator II, and Cross Connection Control Specialist.

8.20 WATER QUALITY MANAGER

This is an advanced, technical professional responsible for the oversight and management of the water quality functions of the water utility. Manages the water utility's compliance with state and federal drinking water standards for water quality reporting and administration of emergency responses. Represents the utility at state and local levels. May also be responsible for managing the permitting, certification and transfer of rights associated with existing and new water supplies. Works under limited supervision and has wide latitude for decision making. Provides leadership and direction to others performing water quality activities, and may directly supervise professional or technical staff.

8.25 WATER QUALITY SPECIALIST

Plans, implements and administers water quality and/or water resource programs to maintain compliance with license and regulatory requirements and to manage water availability. Develops water source and use strategies and plans. Works with management, external agencies and outside groups to implement license measures and agreements. May perform field testing, audits or lead project teams.

8.30 WATER / WASTEWATER TREATMENT PLANT OPERATOR

Responsible for the routine and safe operation, monitoring, and maintenance of various treatment plant equipment and processes. Ensures equipment are all fully operational. Conducts quality or process control tests to meet all state and federal regulations. Duties may include cleaning, servicing operating equipment, and performing maintenance on facilities and associated structures, including buildings equipment, and grounds. Requires state certifications, such as Wastewater Operator II.

9.00 BROADBAND SERVICES

9.02 BROADBAND MEMBER SUPPORT REPRESENTATIVE

Provides telephone and in-person technical support for broadband internet customers including troubleshooting internet connectivity, resetting routers, resetting passwords, and troubleshooting email issues. Responds to sales inquiries and identifies upsell opportunities for wireless broadband and direct fiber internet service. Processes requests to establish, repair, transfer, or discontinue service. Typically requires a high school diploma or equivalent and at least one-year customer service experience in a fast-paced environment.

9.05 BROADBAND INSTALLER TECHNICIAN

Schedules and completes installations of new wireless broadband and direct fiber internet services, and equipment upgrades. Installs customer premise equipment and configure routers and internet connections. Typically requires a high school diploma or equivalent, at least one-year customer service experience, and at least one year experience using hand tools, power tools, and climbing ladders in a safe manner.

9.10 BROADBAND SYSTEM ENGINEER

Designs and prepares construction drawings and cost estimates for Fixed Wireless, Fiber-To-The-Home (FTTH), and fiber backhaul projects. Imports shape files, creates fiber strand maps that include terminals, splices, splitter cabinets, and fiber placement & sizing. Uses GIS and CAD tools for design map creation and updating. Monitors system performance and prioritizes system improvements to ensure sufficient capacity to meet expected traffic. Typically requires a high school diploma or equivalent and at least three years' experience designing and overseeing broadband project deployments.

9.15 BROADBAND SYSTEM NETWORK ADMINISTRATOR

Oversees the design, development, installation, and maintenance of wide area, local area, VPN, and wireless networks and network security infrastructure to provide safe and secure internet connectivity for broadband subscribers on fixed wireless and direct fiber connections. Typically requires a high school diploma or equivalent and at least three years' experience configuring and managing WAN, LAN, VPN, and wireless networks.

10.00 OPERATIONS

10.01 FOREMAN

A Journey Lineworker who is in charge of a job and directs the work of four (4) or more other workers in construction, maintenance and repair.

10.04 WORKING FOREMAN

Journey in charge of a job and directing the work of other line personnel. May be the top-level foreman in smaller utilities.

10.07 TREE TRIMMER WORKING FOREMAN

Journey tree trimmer in charge of job and directing the work of other tree trimming personnel.

10.11 SERVICEMAN

A Journey Lineworker performing switching and routine and emergency repair to services, secondary, streetlights, primary and transmission, connect and disconnect services.

10.15 JOURNEY LINEWORKER

Performs construction and maintenance activities on transmission and distribution power lines.

10.16 APPRENTICE LINEWORKER

This position is working towards achieving certification as a Lineworker through an apprenticeship program. The incumbent learns to perform electrical work consisting of erection, installation and maintenance of all overhead and underground electrical power distribution lines.

10.19 JOURNEY TREE TRIMMER

Responsible for clearing and trimming around energized electrical lines.

10.23 HEAVY EQUIPMENT OPERATOR

Operates equipment on construction and maintenance work. Operates equipment such as trucks and diggers with derricks, backhoes, trenchers, and power equipment. Handles equipment for pole loading and unloading, setting, removal and transporting on trailers. Keeps account of materials and assists Lineworkers as required.

10.27 EQUIPMENT OPERATOR

Operates equipment such as a chipper truck; a trencher; a truck with derrick equipment; keeps account of all material and assists Lineworkers.

10.31 ELECTRIC UTILITY WORKER

Assists Lineworkers in construction and maintenance of electric power transmission and distribution lines. Performs all types of manual labor where no electric hazard exists. **Exclude Head Electric Utility Worker.**

10.35 UTILITY HELPER

An employee who may be assigned work less than Journey level and not otherwise covered by another classification of the contract. Work may include but not limited to the warehouse, garage, assisting line crews, connecting and disconnecting of single-phase kilowatt-hour meters, and reading meters.

10.38 FLAGGER

Performs basic traffic control set-up and flagging. Performs a variety of custodial, maintenance, and general labor functions. Operates utility service vehicles and other construction equipment as required.

10.43 WORKING FOREMAN - WIREMAN

Plan and supervise the safe and efficient work for self and assigned crew engaged in assigned tasks concerning generation stations, substations and facilities for construction or maintenance. This position may be the top-level foreman in smaller utilities.

10.51 SUBSTATION / UTILITY WIREMAN

Perform all duties of journey wireman in connection with preventive and corrective maintenance, testing, and electrical construction at facilities such as generating plants, substations, and other facilities.

10.59 METER FOREMAN

Supervises other department positions, scheduling and assigning daily work. Installs, maintains and repairs metering equipment required for electric service revenue metering.

10.63 METER RELAY TECHNICIAN

Test, install and/or repair all instrument transformer meter installations including four (4) wire meters, relays, recording and indicating instruments. May also repair all demand attachments. May test any meter.

10.67 JOURNEY METER TECHNICIAN

Install, test, maintain, repair and calibrate single and three phase meters and associated equipment.

10.70 COMMUNICATIONS FIELD TECHNICIAN

Maintains reliable secure network communications to remote sites or locations away from corporate offices. Maintains equipment that use electronic communications to transmit data to and through the organization's network, such as AMR. Makes recommendations for field network improvements.

10.71 TELECOMMUNICATIONS FOREMAN

Journey worker in charge of job and responsible for directing the work of other telecommunication personnel.

10.75 TELECOMMUNICATIONS / SPLICING TECHNICIAN

Responsible for the installation, maintenance and repair of the utility's telecommunications cable and electronics.

10.76a SYSTEMS OPERATOR

Monitors, controls, and coordinates real-time operation of the electrical transmission, distribution and power generation systems using maps, SCADA and GIS systems. Monitors system integrity and load continuously. Directs and dispatches activities of field personnel during unplanned outages to ensure public safety and restore system operability. Issues holds and clearances to work crews and directs switching activities. Typically requires NERC and WECC certification and extensive knowledge of interconnected power system operations.

10.76b DISPATCHER - TRANSMISSION DISTRIBUTION

Monitors, operates, and controls water and/or power systems dispatching. Schedules, prepares, and directs all switching of transmission and distribution lines within the utility's system and those tying into adjacent utilities. Maintains system integrity and safe operating conditions.

10.77 DISPATCHER - SERVICE

Directs high voltage switching by plant operators, qualified Lineworkers, Wireworkers and others. Maintain continuous circuit diagram record of switch positions, work on lines, generators and substations. Supervises clearing, tagging and grounding of line and equipment for repair and construction. Receives and records information during emergency power failure and notifies individuals to effect prompt resumption of service.

10.78 GENERATION PLANT MECHANIC

Installs, modifies, services, and repairs generation equipment and machinery such as turbines, generators, governors, pumps, compressors, valves, cranes and hoists. Installs and maintains air, water, oil, heating and air conditioning systems. Performs maintenance activities such as oil purification, operates overhead cranes, hoists, winches, rigging, painting, welding, grinding, pipe fitting, gauge testing, lathe work, carpentry, concrete work and similar activities.

10.79 FLEET MECHANIC

Repairs and maintains all systems of diesel and gasoline utility equipment including trucks and diggers with derricks, backhoes, trenchers, and power equipment. Responsible for troubleshooting, diagnosing and repairing engines, transmissions, hydraulics, brakes and electrical systems.

10.83 STOREKEEPER

Responsible for receipt and issuance of materials and equipment stored at the warehouse; maintaining all appropriate records. Maintains material inventory and arrange with staff for replacement of depleted items. Responsible for periodic inventory. Maintains clean and orderly warehouse.

10.90 WIND TURBINE TECHNICIAN

Performs installation, maintenance, and repair tasks on wind turbines and associated equipment. Conducts routine inspections and preventative maintenance activities to ensure optimal turbine performance. Responsible for diagnosing and troubleshooting complex mechanical, electrical, and hydraulic system problems, utilizing specialized tools and equipment.

11.00 WATER

11.30 WATER SYSTEM TECHNICIAN - SENIOR

Supervise and perform construction, operation and maintenance of water systems including water mains, pump stations, water treatment plants, reservoirs and residential/commercial services. Requires state certifications such as Cross-Connection Control Specialist and Water Works Specialist II.

11.60 WATER SYSTEM OPERATOR

Assist in construction, operation and maintenance of water systems including water mains, pump stations, water treatment plants, reservoirs and residential/commercial services; warehouse materials and stock trucks.