



**M.J.M. ELECTRIC COOPERATIVE, INC.  
CARLINVILLE, ILLINOIS  
POSITION DESCRIPTION**

**Title: Cross-Functional Support Specialist**

**PRIMARY OBJECTIVE**

To utilize superb organizational skills to support the daily functions of the Operations, Engineering and IT Departments.

Other objectives include:

- Provide a positive image.
- Seeks to maximize efficiency within the office as well as contribute insights and opinions.
- Ensures security and confidentiality of data.
- Serves as a team player.
- Understands group process and conflict resolution.
- Cooperates with all employees in maintaining good working relationships.
- Effective communication with strong written ability.

**RESPONSIBILITIES:**

❖ Engineering, Operations, and Forestry Department Assistance

1. Assists in dispatching by receiving and prioritizing calls, communicating with field units, outages, and coordinating the deployment of resources.
2. Maintains database files for work orders, service orders, ROW clearing, and provides current data as requested.
3. Responsible for, with assistance from Operations and Engineering, keeping updated records for OCR and Transformer change outs as well as prepare reports, etc., as directed.
4. Responsible for filing paperwork for PCB (Polychlorinated biphenyls), decommissioned transformers, and junk transformer files on our network and the physical copy.
5. Responsible for accurately entering information within a computer system, including part inventory numbers and work orders according to the guidelines established.
6. Assists with fielding completed paperwork received from construction crews and servicemen and enters completed work orders into the iVue system.
7. Aids with making calls to J-U-L-I-E and works in their system to turn over locators and notify of upcoming projects to ensure digging sites are safe.

8. Assists with warehouse projects including inventory, creating pick lists, and creating summary sheets.
9. Supports the Forestry department in researching no spray areas on the “drift watch” website and assembles map books for spraying.
10. Assists with ROW maintenance planning and contracts, communicates with contractors, assists with ROW related complaints, and helps find solutions.
11. Assists with the acquisition and management of land easements, land descriptions and ROW areas.

### ❖ Safety and Training

1. Coordinates special training events and monthly safety meetings and scheduling training programs for CPR, first aid, Flagger, Forklift, ROW Spraying, defensive driving, haz-communication, haz-whopper and other training requirements as needed.
2. Assists Management in maintaining updated Emergency Action Plan (EAP), Emergency Work Plan (EWP), and SPCC Plan.
3. Oversees required IDOT random drug testing as well as maintains compliance of required driving records and IDOT’s Drug and Alcohol Clearinghouse requirements.

### ❖ IT

1. Collaborates in identifying and optimizing business processes through the application of data-drive solutions.
2. Participates in analysis of identified issues or problems, which may require changes to software, procedures, or documentation.
3. Work with internal teams to promote AI literacy and adoption by developing training materials and assisting in workshops or sessions.

### ❖ General

1. Renders prompt, efficient, and courteous telephone answering service of incoming calls, place calls to Members or others and relay messages as required. Receive telephone calls for assigned personnel in their absence.
2. Assists with distribution of documents and correspondence to outside employees when requested.
3. Assists as needed by making copies, faxing, mailing, returning calls, miscellaneous data entry, etc.
4. Understands and upholds Board approved policies.
5. Other duties as assigned.

## **RELATIONSHIPS**

**Reports directly to:** Operations Manager

**Coordinates or cooperates with:**

*Internal –*

- Operations Manager, Engineering Manager, ROW Manager, Line Personnel, Forestry Personnel, Mechanic, and all other employees to maintain harmonious relations with courtesy and understanding.

*External –*

- Members: Answer their inquiries and if unable to do so, direct them to the appropriate person and make every effort to gain their increased understanding and acceptance of the rural electric program and the Cooperative’s plans, programs, and policies.
- Outside Consultants: NRECA, Illinois Association of Electric Cooperatives, NISC, attorneys, business advisors, etc.

**AUTHORITIES AND ACCOUNTABILITIES**

- This position shall have full authority to carry out these responsibilities in conformity with established policies and procedures.
- Should use initiative and judgement in making decisions, remembering that the Cooperative’s best interests can be affected by their actions.
- Shall secure approval of Management in making decisions when policies are not clear or adequate or require interpretation.
- Is encouraged to make suggestions for the improvement of operations and efficiency, remembering that the Cooperative’s employees make up a single team and that each team Member contributes toward making the Cooperative better.
- Is expected to gain the support of employees, Members, and affiliated groups to further the objectives of the Cooperative’s Board and Management.
- Must be willing to work outside of regular office hours when needed and be reasonably available to help during Member or Cooperative emergency situations.

**PERSONAL, EDUCATION AND TRAINING REQUIREMENTS:**

1. A college diploma is preferred.
2. Must be able to communicate effectively and efficiently, both orally and in writing, with a diverse group of people and personalities; requires good interpersonal skills.
3. Ability to operate telephone, iPads, keyboards, and other office equipment to perform data input, computer operations, manual typing, and other related activities.
4. Advanced working knowledge of computers, Microsoft Word, Excel, and Outlook.
5. Ability to work efficiently, in an organized manner, in a high stress environment.

6. Must be willing to travel within the Cooperative's system, as well as attend functions relevant to the position. Attend meetings as a participant or observer and attend training seminars both at the office and at various outside locations upon request. May require overnight travel at various locations outside the Cooperative's system.
7. Learn and comply with all Cooperative Policies, Rules and Regulations.
8. A positive attitude, a strong work ethic, and a reputation for integrity and honesty.
9. An ability to work well with member/consumers.
10. Outstanding secretarial and clerical skills with an acute devotion to accuracy, detail, and organization.
11. Ability to accomplish a variety of projects simultaneously within established deadlines.
12. Ability to work independently, to work in teams, and be resourceful.

**Benefits**

- Paid time off.
- Major medical health insurance.
- Long-term disability paid by employer.
- Life insurance, supplemental life, spouse life, and other policies.
- 401(k) employer match.
- Defined benefit plan with contributions made by employer.
- Clothing allowance each year.

**Pay Range**

- Starting pay range: \$18-22/hour.

***Cyber security is the responsibility of every employee. The highest priority should be given to protecting all cooperative computers, mobile devices, networks, software, and data collected, processed, and stored from unintended or unauthorized access, change, or destruction.***

**M.J.M. ELECTRIC COOPERATIVE IS AN EQUAL OPPORTUNITY EMPLOYER**

Accepted by \_\_\_\_\_ Date \_\_\_\_\_