

Title: Supervisor of Troubleman

PG: 63

Status: Civil Service

Position Reports to: Manager of System Control & Reliability

Department: Lakeland Electric / Energy Delivery

Class Code: 7110

Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is supervisory work in directing, planning, scheduling, and coordinating the work of Troublemens personnel in the System Control and Reliability Division. The position is responsible for supervising and directing the installation, maintenance, and repair of the electric utility power system. Specific work orders, both oral and written, are received and the incumbent is responsible for work assignment and ensuring work order completion 24-hour/7-day week coverage. The position works with considerable independence under the supervision of System Control and Reliability Manager and work is reviewed through conferences and reports.

ESSENTIAL FUNCTIONS:

1. Supervises both city crews and contract crews involved in the operations reliability, maintenance, and repair of the electrical transmission distribution system and substations.
2. Takes appropriate action to ensure crew productivity is maintained. Ensure timeliness and accuracy of scheduled projects and work force management commitments.
3. Serves as a contact person for contractors working under safety line clearance, grounding for encroachment of minimum approach distance.
4. Performs field inspections to verify that quality and productivity meets the standard in normal and emergency operations of overhead transmission and distribution electric lines.
5. Estimates costs and recommends work to be performed.
6. Prepares periodic reports on maintenance activities and goal performance reviews.
7. Assists Troublemens in technical support.
8. Makes personnel assignments and requisitions materials and equipment.
9. Consults with customers regarding problems and takes the necessary action to correct problems.
10. Maintains required records for personnel, equipment, budgets, accidents and projects.
11. Conducts safety inspections of areas of responsibility and ensures that crews work in a safe responsible manner.
12. Reviews results of field equipment tests and takes necessary action to correct problems.
13. Prepares and recommends budget needs for area of responsibility.
14. Develop training and implementing Safety Procedures for Troublemens.

ADDITIONAL RESPONSIBILITIES:

1. Assist System Control Operators with technical information.
2. 1st Responder to all personal injuries or vehicle accidents.
3. Supervise random drug testing.
4. Replace Troublemens when off.
5. Supervising and coordinating personnel in storms and major outages.
6. Attend training and workshops to enhance personal job performance.
7. Monitor System Reliability using Saidi, Cadi, Saifi, and Maifi.
8. Publish and communicate external recognition.
9. Solicit customer evaluations on critical events.
10. Chairperson for the System Reliability Committee.

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KNOWLEDGE, SKILLS & ABILITIES:

1. Extensive knowledge of the practices, materials, tools, and equipment used on electrical transmission and distribution facilities, substations, electrical line clearance and substation yards/grounds maintenance.
2. Thorough knowledge of electric utility equipment installations and the procedures to repair and maintain them.
3. Thorough knowledge of the hazards and safety precautions related to the electric utility industry.
4. Knowledge of electricity as related to power transmission and distribution.
5. Knowledge of Overhead Reconducting Crew, Transmission Line Crew, Overhead Service Truck, Underground Line Crew, Underground Service Truck, and Trouble Truck.
6. Demonstrated leadership skills.
7. Ability to plan, estimate, layout, assign, and supervise crew work and maintain records.
8. Ability to communicate effectively, both verbally and in writing.
9. Ability to establish and maintain effective working relationships with co-worker, other city employees, and the general public,

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations.

The job risks exposure to no significant environmental hazards, except bright/dim light

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent, supplemented by vocational course work in electrical and mechanical systems.
2. Ten (10) years of experience in the construction and maintenance of electrical systems with two (2) years of supervisory experience.
3. An equivalent combination of education and experience, which is determined to be directly related to the foregoing specific requirements, may be substituted.
4. Completion of City University Level two (2) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Completion of Lakeland Electric's Leadership Development Program.
2. Must possess and maintain a valid State of Florida Commercial Driver's License as required by the employing division.
3. Must provide and maintain a valid home telephone number.
4. Must carry Cell Phone for 24 hour availability.
5. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.