

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

POSITION DESCRIPTION

**JOURNEYMAN ELECTRICIAN / ELECTRICAL APPARATUS TECHNICIAN /
ENERGY AUDITOR**

DEPARTMENT: Marketing & Communications

CLASSIFICATION: Non-Exempt

I. OBJECTIVES

- A. To encourage the beneficial use of electricity in an energy efficient manner and to educate the membership on the use of electrical appliances and HVAC systems.
- B. Required to do a wide range of jobs on numerous electrical and electro-mechanical pieces of equipment, including, but not limited to, low and medium voltage breakers; generator installation, maintenance, service, trouble shooting and repairs; load centers; load management equipment and relays; surge protection arrestors; grounding systems; lighting systems; Electric Vehicle (EV) charging stations; energy storage systems (battery walls); heating and cooling systems.
- C. Inspect, install, remove, and repair electrical and electro-mechanical equipment in a safe, logical, and efficient manner complying with all electrical codes and safety regulations.
- D. To advise on, size, install and maintain standby generators; Load Management and surge suppression equipment.
- E. Serves as a resource to the Cooperative and its members in the area of energy use and home weatherization. Coordinates a work schedule to meet the needs of the member/consumer.
- F. Assists members who have problems with electrical usage in locating problems and recommending ways to correct them, further encouraging member understanding and support and to promote good member/Cooperative relations.
- G. Providing prompt, courteous, professional assistance to members, trade allies and the general public.

- H. Becoming an effective working member of a team dedicated to bringing adequate and dependable electric service to the consumers of the Cooperative.
- I. Must have a NC driver's license and be able to drive automotive equipment, a Class "B" CDL driver's license is desired. Have a thorough knowledge of applicable traffic laws and rules governing safe driving practices. Must operate and maintain vehicle(s) in a safe and efficient manner, practicing good housekeeping with said vehicle(s) and associated equipment as assigned.
- J. Must exhibit excellent customer service both externally with members and internally with co-workers (cooperation, timely paperwork, etc.)

II. REPORTING RELATIONSHIPS

- A. Reports to: Manager of Marketing and Communications, keeping this person informed concerning work in progress and completed. Consulting with this person concerning problems, which may hinder efficient completion of the duties and responsibilities of this position.

III. RESPONSIBILITIES AND AUTHORITIES

- A. Inspection of equipment and systems, including, but not limited to, the following duties:**
 - 1. Using sight, hearing, and the sense of touch and smell to examine the equipment and systems for defects and operating modes outside normal parameters.
 - 2. Using test equipment, control schematics, meters, and other tools to examine the equipment and systems for root cause of defects and operation outside design parameters or to compare actual system design to engineering drawings and other schematics.
 - 3. Dismantling, troubleshooting, and reassembling equipment and systems to examine parts that cannot be examined when the equipment is intact.
 - 4. Identifying root cause of defects and failures and recommending repairs or other measures to eliminate the defect or failure.

B. Installation of equipment and systems, including, but not limited to, the following duties:

1. Rewiring equipment and systems.
2. Installing new wiring and cables in equipment and systems along raceways and other paths.
3. Connecting equipment and systems to power sources.
4. Fabricate and install brackets, hangers, and panels for equipment and systems.

C. Removing equipment and systems, including, but not limited to, the following duties:

1. Using hand tools, forklifts, rigging, and other tools and equipment to remove brackets, hangers, and panels and to remove specific equipment from its normal location.
2. Disconnecting wiring from the equipment and systems on which work is done.
3. Dismantling equipment and systems to facilitate inspection, repair, and replacement.

D. Repairing equipment and systems, including, but not limited to the following duties:

1. Replacing defective parts.
2. Fabricating parts as needed.
3. Temporarily bypassing defects to assure operation of equipment and systems.
4. Returning the equipment and systems to normal operation.
5. Safely operating equipment, miscellaneous hand tools and hydraulic tools.

E. Facilitates response to high bill complaints in regard to high usage. Gathers information to enable the customer to make informed decisions on solutions to high usage. Follows up with letters and literature, as appropriate, to assist members in insulation and weatherization practices to promote energy efficiency.

F. Improves residential and commercial energy efficiency by conducting energy audits and by advising members on energy efficiencies and proper building techniques.

B. Assists with commercial and residential program designs and implementation. Help assess market potential and identify needs and opportunities for program offerings.

- H.** Track data, summarize and report on program results. Helps develop program budgets and track program costs. Evaluate program effectiveness and make recommendations for program improvements.
- I.** Advises members about efficient use of electric heat and installation of proper insulation.
- J.** Works with Member Services and Manager of Marketing & Communications in preparing articles, materials and photographs for Cooperative's newsletter.
- K.** Works with local HVAC installers and members regarding questions and concerns associated with electric heating and air conditioning and home appliances.
- L.** Assists members, when requested, on proper design and sizing of HVAC systems and conducts new home inspections to ensure energy efficiency of envelope when requested.
- M.** Advises and assists members with problems and questions pertaining to the wise use of electricity. Explains various ways electricity can be conserved.
- N.** Serves as an energy auditor for new home construction, retrofit conversions and older facilities as well.
- O.** Promotes the Cooperative's various energy services; provides consumers with information, makes recommendations, provides follow-up, and completes all necessary paperwork.
- P.** Maintains complete and accurate records for activities associated with this position. Prepares monthly reports on results of member services activities.
- Q.** Advises and assists members, local builders, contractors and developers with the selection of accurately sized, energy-efficient appliances for their construction projects.
- R.** Size, install and maintain standby generators, load management, surge suppression equipment, EV charging stations and energy storage systems.
- S.** Investigate meter tampering and power thefts, and coordinate any action,

including prosecution.

- T.** Investigate and resolves electrical installation problems with Smart Rate installations, time-of-day metering, load management switches, and back-up generator installations.
- U.** Operate and maintain in proper condition assigned transportation equipment, tools, and work equipment.
- V.** Attend training as needed to stay up to date with electric/building codes, trends and techniques.
- W.** Work with electricians to keep them abreast of programs available for encouraging the efficient use of electricity. Assist electricians as needed with the installation of electrical equipment associated with whole house wiring for load management through relays for Smart Rate and Time of Day rate. Also assists electricians with installation of transfer switches for back up generators.
- X.** Install appliance monitors to help members determine how much electricity various appliances use.
- Y.** Support and enforce safety policies of the cooperative.
- Z.** Perform such other duties as directed or required to meet the goals of the Cooperative.
- AA.** Produce monthly reports to supervisor showing accomplishments and goals.
- BB.** Estimate jobs for HEMC and electrical sub-contractors.
- CC.** Assists Marketing Department in setup and operation of trade shows, annual meeting and other community events.
- DD.** Addresses and resolves member service/billing issues that go beyond the scope of the call center. Includes but not limited to: time-of-day rates; appliance and HVAC equipment selection, installation and operation; reliability of electrical service; explanation of Cooperative policies and procedures.

IV. WORKING/ENVIRONMENTAL CONDITIONS:

Work is performed indoors and outdoors. Indoors, work is typically performed in the office sitting at a desk or in warehouse. Work performed outdoors is in all weather and sometimes in extreme conditions. Employee frequently exposed to a noisy environment and risk of electrical shock.

V. PHYSICAL REQUIREMENTS (IF ANY):

Must be able to see, walk, hear and speak. Intermittent standing, stooping, bending and walking. Lifting objects up to 50 pounds may be required. Reasonable accommodations may be made to those who are able to perform the essential duties of the job.

VI. SPECIALIZED SKILLS, ABILITIES AND KNOWLEDGE:

A working knowledge of computer systems.

Ability to plan and implement new technology/software.

Ability to communicate with employees at all levels of an organization.

Ability to problem solve, diagnoses problems and provide customer with the most cost-effective solution for their need.

Ability to prioritize multiple tasks, coordinates projects, and prepares budgets.

VII. MACHINES, TOOLS, EQUIPMENT:

Tools and equipment typically used include: computer, printer, hand tools, drills, saw saw, skill saw, pipe benders, volt-ohm-amp meters, other tools used in the electrical trade and basic office equipment.

VIII. RELATIONSHIPS

A. Internal

1. Consumer Accounting Supervisor - To work with in carrying out the credit policies of the company and to aid in matters concerning the cooperative's billing process.
2. Plant Accountant - To assist with the record keeping process of meters, inventory, test programs and other records as required.
3. Communications Coordinator - To provide aid and support in dealing with consumers' complaints and questions. To make a contribution in the process of maintaining good consumer relations.

- 4. Purchasing Agent - To inform the need for materials and equipment in a timely manner for job requirements.
- 5. Engineering - To assist in providing information requested by engineering in performance of their work; utilizing engineering as the source of information when needed in the area of load management, renewable energy and metering practices.
- 6. Accounts Receivable Supervisor - To give aid and assistance in all matters concerning the cooperative's billing process.
- 7. Other Employees - To work willingly with in order to provide a smoothly operating organization and accomplish the objectives.

B. External

- 1. Members - To assist in providing sufficient and efficient electrical service; to assist in maintaining good member relationships; to encourage and promote the efficient use of electricity; and advise on problems and questions as requested and required.
- 2. Builders, Developers and Electrical Contractors – To inform them of Cooperative's Energy Conservation Program and encourage use of efficient heating and cooling equipment, to recommend and encourage use or increased amounts of insulation and other energy saving features and to assist with special electrical problems.
- 3. Suppliers - To advice, inform and cooperate with in order to obtain information regarding new and improved products and suggested construction, operation and maintenance procedures to obtain maximum usefulness of the apparatus.

REVIEWED BY: _____ DATE: _____

Employee's Signature

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION**SPECIFICATIONS****JOURNEYMAN ELECTRICIAN / ELECTRICAL APPARATUS TECHNICIAN /
ENERGY AUDITOR**

EDUCATION: High school graduate or equivalent. A NC Electrical Contractor's license in at least the "Limited" classification is desirable. A minimum two-year Associates Degree preferred with an emphasis in electrical installation and maintenance, energy auditing, and HVAC or related fields. Closely related and progressive job experience and specialized training may be substituted for the education requirement.

EXPERIENCE: Electrical installation, maintenance and repair of generators, load management and surge suppression equipment highly desired. Also, an understanding of energy efficiency techniques and applications for the whole house envelope would be helpful.

KNOWLEDGE Excellent oral and written communication skills with good phone edicacy required.

SKILLS:

Self-motivated with the ability to perform without direct supervision.

Knowledge of basic building science concepts including electrical wiring and HVAC controls. Employer will make available specific training related to energy analysis services. Familiarity with North Carolina electrical / building codes and permitting process required.

Must be knowledgeable of and be able to use the latest in energy efficiency testing equipment such as blower door, duct blaster and infrared scan technology.

Knowledge of energy efficient appliances and commercial equipment and technologies including information about solar and heat pump water heating (design, operation, sizing and maintenance) and energy efficient lighting.

The ability to relate and communicate with a wide variety of people.

Time management, self-supervised, self-motivated data collection and record keeping.

Proficient use of PC and data base application.

Understanding of electric utility operations desirable.

Back-up power generator sizing and installations.

Surge suppression sizing and installation.

Residential / commercial energy audits.

HVAC sizing.

Be familiar with cooperative policies and procedures, including safety and training practices.

Maintain a personality and attitude, which will allow meeting the public in a pleasing manner.

Ability to coordinate and cooperate with other departments in the company.

Must be able to drive automotive equipment, a current Class "B" CDL driver's license is desirable applicable. Must have a thorough knowledge of applicable traffic laws and rules governing safe driving practices. Must operate and maintain vehicle(s) in a safe and efficient manner, practicing good housekeeping with said vehicle(s) and associated equipment as assigned.

Must be able to see, walk, hear and speak.

Must be able to read, write, speak and understand spoken English

Intermittent standing, stooping, bending and walking. Lifting objects up to 50 pounds may be required. Reasonable accommodations may be made to those who are able to perform the essential duties of the job.

Work is performed indoors and outdoors. Indoors, work is typically performed in the office sitting at a desk or in warehouse. Work performed outdoors is in all weather and sometimes in extreme conditions. Employee frequently is exposed to a noisy environment and risk of electrical.

SPECIAL

Work with contractors in major storms (outages).

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WORKING

CONDITIONS: Work outside normal hours to accommodate members.

TIME REQUIRED Three years
FOR FULL
COMPETENCY:

Haywood Electric Membership Corporation wishes to be in full compliance with the Americans with Disabilities Act. In accordance with the act, we will make reasonable accommodation to any employee who needs such accommodation, whether a new hire or a current employee, assuming that the person is fully qualified for the position.

DEVELOPED: January 2020