

JOB DESCRIPTION

Operations Services Specialist *Exempt*

DEPARTMENT: Engineering Services

Reports to: Energy & Environmental Services Director

Part 1: Position Summary

The Operations Services Specialist is largely responsible for managing the day to day operations of key member programs, including the Reliable Public Power Provider (RP3) program and eSafety Tracker program (eST). The specialist supervises the collection, processing, analysis, and graphic presentation of statistics, data, and reports from said programs; directs program activities, and assists members with their use and participation in the programs. The Specialist assists members with questions in the safety topic area, helps revise the APPA Safety Manual, and acts as liaison to the Safety Committee, Industry Standards Committee, the RP3 Review Panel, and eSafety Tracker Users Group. The Operations Specialist provides technical and analytical assistance and support to APPA members and staff on member-service related regulatory, and compliance issues as directed.

Part 2: Duties and Responsibilities

- Manage the day to day activities of the RP3 and eSafety Tracker programs, including directing Program Assistant/Coordinator work as needed. Assist with the operation of the eReliability Tracker and Smart Energy program as needed.
- Monitor, analyze, prepare comments, and disseminate information to APPA members and staff on electric utility operations related to safety rules and regulations, utility industry safety standards, and other technical subjects of relevance to the membership.
- Monitor, represent, and advocate on behalf of membership through participation in appropriate external industry groups, such as Small Business Association (SBA), or Occupational Health and Safety Administration meetings and member-based stakeholder groups.
- Serve as a first point of contact for APPA members and nonmembers and ensure a satisfactory outcome to their questions and comments.
- Manage and develop program information and materials for RP3 and eST, including managing member records for relevant member services programs and maintaining relevant program procedures manual(s) and operating procedures.
- Conduct surveys and research on RP3 and eST participation and prepare periodic analysis and reports on recruitment, retention, program updates, and other member-service activities as needed.
- Perform data processing (extract, coalesce, normalize and cleanse) to enable and employ analysis and visualization of data using programs such as Excel, RStudio, and STATA.
- Conduct statistical, geospatial, and temporal analysis as needed.
- Work with members and programmers /analysts to determine functional requirements for desired features and enhancements for the RP3 and eST applications. Test and assist in the deployment of program upgrades.
- Monitor and assist with technical services and related web applications, pages, and online content as needed, and administer program systems; track bugs, respond to member help inquiries and coordinate with system developers.
- Act as liaison to RP3 Review Panel to ensure proper on-boarding, nominations process, and keep track of essential panel related data. Independently answer all relevant RP3-related member inquiries.

- Prepare relevant program reports, presentation materials and spreadsheets, process applications, and direct the work of the Program Assistant/Coordinator to facilitate logistical, hotel, food, and meeting arrangements for the RP3 Panel.
- Ensure successful RP3 application grading and evaluation review process. Create and distribute Panel grading ballots. Manage access to/administers the RP3 Panel's online communications and application grading system.
- Act as liaison to Safety Committee. Ensure successful outcomes for the Safety Committee track at the Engineering and Operations (E&O) Technical Conference. Prepare relevant program reports, presentation materials and spreadsheets as needed.
- Coordinate the administration, delivery, and marketing of the RP3 and eST programs, including creating and executing a marketing schedule, setting up webinars in Aptify, ReadyTalk, and online, distributing appropriate and timely sign-in information and follow-up emails, communicating/troubleshooting with speakers and members, leading practice sessions, drafting scripts and PowerPoints, editing, recording, and managing the online webinar archive.
- Performs other duties as assigned by the Director of Energy and Environmental Services and Sr. Vice President of Engineering Services.
- Develop a thorough knowledge and understanding of APPA, its membership, the engineering services department activities and projects, and the role of APPA as a service organization.

Part 3: Qualifications

- Technical Degree from a 4-year college or university required (Statistics, Economics, Computer Science, Engineering, Mathematics, or equivalent combination of education/experience or other Bachelor of Science degree)
- 3–5 years of relevant experience working alongside software developers and software engineers to translate customer specifications into commercially viable products and services, working as a team lead to support complex projects, and working to provide core customer services and as a key point of contact for customer programs and services.
- Excellent research and analytical skills.
- Effective verbal and written communication skills.
- Excellent customer service skills
- Ability to work independently, prioritize workload, and handle a variety of tasks simultaneously in a deadline-oriented environment.
- Proficient in use of Microsoft Office applications, including SharePoint, Excel, Access and in using HTML and JavaScript to maintain website pages.
- Familiarity with SQL and Python programming languages.
- Familiarity with database management and web application development processes.
- Familiarity with data architecture and data model processes.
- Familiarity with statistical analysis software packages.
- Initiative and excellent attention to detail.
- Ability to use information resources quickly and accurately.