



Position Title: Engineering Services Representative	Direct Supervisor: Engineering Manager
Date Adopted: March 21, 2016	Date Revised: February 24, 2025

SUMMARY:

Under the supervision of the Engineering Manager, this position will provide clerical, data processing and customer support to the Engineering department. This position will also provide minor administrative and clerical support to the Operations department.

DUTIES AND RESPONSIBILITIES:

1. Serve as the initial contact for all work order applications. Explain the work order process, timeline and payment requirements.
2. Create and close Operation Department service orders.
3. Communicate Cooperative policies and procedures to new and existing members and communicate all aspects of the work order process.
4. Responsible for initiating, tracking, completing and filing documentation required in the work order process.
5. Assist with preparing information required by the Engineering and Operations departments for monthly and annual reports.
6. Assist with OMS functions during the workday.
7. Ping meters to determine meter status.
8. Assist with administrative duties associated with locates.
9. Serve as the primary dispatcher during the workday. Respond to radio calls from the field personnel.
10. Track idle and line retention services. Send member communications and service orders to update service status.
11. Update work order project statuses.
12. Be familiar with Cooperative by-laws, policies, procedures, Rules and Regulations and associated organizations such as RUS, CFC, MECA, NRECA, BPA, NWPPA, NISC etc.
13. Perform other duties as may be assigned by the supervisor.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibilities.

SUPERVISION RECEIVED: All assignments are covered by well-established methods, procedures, and precedents, but the employee is responsible for choosing the appropriate procedure or precedent from several alternatives, for planning and executing own work sequences, and for solving most problems of a recurring nature. The supervisor normally becomes involved in the details of the work while it is in progress only to resolve problems. Work is reviewed upon completion by the supervisor or by the users of the service.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable



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accommodations may be made to enable individuals with disabilities to perform the essential functions. This position is included in the Bargaining Agreement between Lincoln Electric Cooperative, Inc. and IBEW Union #768.

1. **EDUCATION and/or EXPERIENCE:** High school diploma or equivalency required. Two-year business or related degree preferred. At least one year's customer service experience required. Must be willing to continue professional training after employment.
2. **TECHNICAL SKILLS:** Ability to use personal computers and associated peripheral devices, including printers and network related processes. Ability to use related software packages including word processing, spreadsheets and communication packages. Experience with Microsoft (MS) Office Word and Excel is required. Experience with other MS applications is preferred. Filing and office organization will be required.
3. **LANGUAGE SKILLS:** Ability to read and interpret technical information and documents. Ability to write concise reports and unambiguous correspondence. Ability to speak effectively before groups of customers, employees and business contacts. Must be comfortable working with agitated or distressed customers both in person and on the telephone.
4. **MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to understand and calculate manually all basic formulas used by the industry in general.
5. **REASONING ABILITY:** Ability to apply common-sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to solve problems involving a few concrete concepts and ideas.
6. **PRIVACY AND CONFIDENTIALITY:** Must be able to listen to consumer grievances and concerns while treating information imparted as private and confidential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, business machines or controls; and talk or hear.



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3. The employee must occasionally lift and/or move up to 25 pounds.
4. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. There are no risks beyond those associated with normal office activities and no special precautions of any kind are required. The noise level in the work environment is usually quiet.

ACKNOWLEDGEMENT: Signatures below confirm that the employee, supervisor and General Manager have discussed the duties of the position and that a clear understanding of the duties exists for the employee.

Employee

Date

Supervisor –Engineering Manager

Date

General Manager

Date