



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Tree Program/Operations Assistant
REPORTS TO: Line Superintendent

STATUS: Non-exempt / Union-IBEW
RANGE: Contract

POSITION SUMMARY: The Tree Program/Operations Assistant will assist the Line Superintendent with the scheduling and coordination of work performed by SUB's crews and contract line clearance crews. The position will inspect trees trimmed and removed for accuracy and compliance to SUB's Tree Trimming Policy. Other responsibilities relate to clerical support tasks associated with the operation, construction and maintenance of an electric utility system for the Line Superintendent. In addition, this position provides support and coverage for the ESC Customer Service Representative functions. Performs other duties as assigned

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Checks distribution maps for potential tree trimming and tree removal problems according to SUB's Tree Trimming Policy and to assist with the scheduling and permitting.
5. Enters all data for monitoring the Tree Removal and Tree Trimming Programs accurately and on a timely basis.
6. Responds to all customer inquiries regarding the Tree Removal and Tree Trimming Program in a professional and timely manner.
7. Obtains tree removal permits from tree owners as requested by the supervisor or tree crews.
8. Schedules and coordinates tree trimming, tree removal and tree stump removal requests with tree trimming crew.
9. Inspects completed tree trimming maps turned in by crews to ensure the work is performed to company standards.
10. Verifies tree program invoices for accuracy.
11. Organizes priorities and follows through on daily work tasks. Communicates work priorities with supervisor.

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12. Communicates clearly and courteously with customers, fellow employees and other agencies by mail, phone, or in person. Uses tact and diplomacy to address customer and employee issues.
13. Performs data entry and maintenance of the facility management systems.
14. Works efficiently and effectively with other divisions and departments.
15. Maintains files, reports and office records for the operations, construction, maintenance of the tree program.
16. Provides support and coverage for the Customer Service Representative with phones, radio communications and walk-in customers.
17. Performs word processing and creates spreadsheets for a variety of correspondence and documentation.
18. Performs clerical tasks assigned by the Line Superintendent.
19. Performs field verification of SUB's facilities.
20. Maintains a valid Oregon driver's license and good driving and safety record.

Marginal Functions

21. Provides additional support and coverage for the Customer Service Representative in the following areas:
 - Matches invoices to receipts for all purchases and sends approved paperwork to accounting for payment. Promptly reconciles any invoice discrepancies with buyer.
 - Matches invoices to receipts for blanket purchase agreements and inputs voucher in system for automatic payments. Maintains the files for these transactions.
 - Processes daily, weekly or monthly payroll records in a timely manner.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance

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- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of one year recent direct customer service experience
- Minimum of one year experience performing clerical duties
- Minimum of one year experience working with a diverse population of customers doing on-site evaluations and inspections at residences and businesses or other similar field work preferred
- Familiarity with tree species preferred

Knowledge, Skills & Abilities

- Excellent customer service skills to manage customer calls and on-site evaluations and inspections professionally and efficiently
- Exemplary interpersonal skills to work with customers and co-workers
- Excellent clerical and organizational skills
- Must be detail oriented for documentation and recordkeeping
- Proficiency in Microsoft Word software required; Excel and Access preferred
- Must have a valid Oregon driver's license with good driving and safety record
- Ability to be flexible in work assignments and be productive with frequent interruptions
- Ability to learn terms and practices of the Electric Utility Industry
- Ability to obtain an Arborist Certification

Education

- High school diploma or equivalent

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maximum alertness and concentration.
- **ABILITY TO DEAL WITH STRESS:** Interacts with co-workers, supervisors and the public; thinks and reacts quickly and calmly in a stressful situation.

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- **VISION:**
 - Visual acuity:** Reads small print on written material and computer screen.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive vehicles on highways.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to energized wires to workers, movements of bucket truck and other equipment.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive vehicles on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a two-way radio.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet. Speaks clearly communicating by two-way radio.
- **STANDING:** The worker stands on dirt, concrete, asphalt or solid floors for 20% of the workday.
- **SITTING:** Worker sits on a bench-style pickup seat one-half hour maximum at one time while traveling to a job site. Worker sits on a variety of office chairs when not in the field.
- **WORKER MOBILITY:** Can change positions frequently.
- **WALKING:** May walk a mile at a time on uneven ground. Total walking per shift is 0% - 20%.
- **LIFTING/CARRYING:** 0 -10 lbs. – continuously; 11-20 lbs. –frequently; occasionally worker may carry boxes of office supplies and move office furniture.
- **PUSHING/PULLING:** Limited to doors, filing drawer cabinets and other office equipment.
- **REACHING/HANDLING:** Not usually required.
- **TWISTING:** Rotates head fully to both sides to observe equipment and workers while standing on the ground.
- **CLIMBING:** Occasionally climb stairs or hillside on business.
- **CRAWLING:** Not usually required.

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- **ENVIRONMENTAL FACTORS:** When conducting inspections or review may occasionally experience a variety of light tasks outside with temperatures varying from below zero to over 100 degrees, sometimes in rainy, windy, snowy or icy conditions. Exposed to noise from traffic construction equipment near construction equipment sites, jack hammers, hydraulic saws and tamps and tree trimmer chippers for less than one hour per day. Hearing protection is provided. Exposed to numerous types of pollen depending on location, season or climatic conditions. Bee/wasp stings, animal bites or poison oak may also occur.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, ink, gasoline and oil.
- **MACHINES, TOOLS AND EQUIPMENT:** Drives company vehicle. Uses computer, copier, phone, two way radios and other office equipment.

Revised: June 1, 2016