

Pioneer Electric Cooperative, Inc

JOB POSTING

Position: System Control Operator

Location: Greenville, AL

Job Description

Job Title: System Control Operator	Department: Engineering
Wage/Hour Status: Exempt ☐ Non-Exempt ☒	
Summary: The System Control Operator (SCO) position provides a variety of services to assist in the daily operations of the Engineering & Operations Department to provide quality member service & system outage restoration. This position will prepare special reports, answer phones, key data for a variety of service orders, completed jobs, and setting transformers and removal, as well as coordinating operations to dispatch appropriate personnel, according to determined priority. The SCO will manage & analyze outage maps and will periodically assist outside crews and serve on the standby rotational schedule. Titles Supervised: None	
Essential Duties & Responsibilities	% of Time
Communication/Member Relations –Receives and delivers messages for engineering and operations personnel. Receives calls relating to ROW problems; speaks with members about service and complaints and refer them to appropriate personnel and make follow-up calls to members. Communicate with other utilities, including other electric cooperatives, municipal systems, telephone companies, natural gas and cable TV systems. Manages the outage system by taking calls and dispatching appropriate crews. View locates and dispatches to Engineering Tech when a locate is necessary.	15%
Data Entry and Records Management - Perform data entry, complete service orders by specific numbers, set up work orders, maintain service order records, key transformer sets and removals, key new meters upon arrival, as well as retirements, complete staking sheet summaries and outage reports, and assist with time sheets. Enters contract data and information to ensure proper billing. Updates and corrects billing account location information from mapping system.	15%
Administrative Duties - Complete and file engineering contracts for underground, service and Right-of-Way. Maintain Critical Care notes and mail correspondence to members. Complete outage reports. Assist in on-call/emergency situations and develop and maintain the "on-call" schedule on an annual basis.	10%
Dispatch/SCADA – With the use of Supervisory Control and Data Acquisition (SCADA), Outage Management System (OMS), Advanced Metering Infrastructure (AMI), fleet tracking and GIS mapping software, this position is responsible for monitoring the system's performance, analyzing operations data, coordinating resources by managing outage responses by dispatching appropriate manpower/equipment. Obtains and removes hotline tags when requested and switches loads when necessary while ensuring safe work practices.	45%
Field Duties – Periodically works with outside crews to keep abreast of the system's infrastructure, including line locations, switching, etc. Works standby on a rotational basis.	10%
Safety – Attends and participates in safety meetings. Participates in training programs to maintain skills in first aid and CPR. Maintains an attitude of safety and ensures compliance with all safety rules and regulations.	5%

11/10/2025

Minimum Qualifications:

Education/Experience: High School diploma or GED equivalency required. Associate's degree preferred. Knowledge of service areas. Experience in working in an electric utility environment is preferred. Must be proficient in computer skills.

Functional Competencies: Strong verbal & written communication skills, prioritizing without close supervision, phone etiquette, writing skills, keyboarding, initiative, collaboration, teamwork, problem solving, independent thinking and sound judgement, flexible, approachable, initiative, conflict resolution.

Interpersonal Skills: Must be a team player with high integrity, good personal habits, and regular work attendance. Must be courteous and friendly, able to work well with diverse groups of people and gain and maintain respect of others, both inside and outside the Cooperative.

Special Requirements: Be willing to comply with Pioneer Electric Cooperative Policies and work rules. Willing to work overtime, holidays, and weekends in emergency situations to achieve goals. Willing to travel intra/interstate to participate in special training programs/classes as requested. Willing to wear PPE and work outside with crew on occasion. Willing to take a turn in supervisory standby on a rotational basis.

To apply, please forward your current resume to resume@pioneerelectric.com with “**System Control Operator**” included in the subject line. Resumes may also be submitted by USPS to: **System Control Operator**, Pioneer Electric Cooperative, PO Box 468, Greenville, AL 36037. Resumes must be received or postmarked no later than **December 19, 2025**. *Pioneer Electric Cooperative, Inc. is an equal opportunity employer, including veterans and disabled.*

Essential Physical and Mental Requirements				
Physical Demands	Continuous (>70%)	Frequent (40-69%)	Occasional (15-39%)	Rarely (up to 15%)
Standing	☐	☐	☒	☐
Walking	☐	☐	☒	☐
Bending	☐	☐	☒	☐
Crouching	☐	☐	☒	☐
Climbing	☐	☐	☒	☐
Pushing/Pulling	☐	☐	☒	☐
Carrying	☐	☐	☒	☐
Lifting/Lowering 1-5 lbs.	☐	☒	☐	☐
6-30 lbs.	☐	☒	☐	☐
31-50 lbs.	☐	☐	☒	☐
> 50 lbs.	☐	☐	☒	☐
Fine Eye/Hand Coordination	☒	☐	☐	☐
Color Discrimination	☐	☐	☒	☐
Hearing Acuity	☐	☒	☐	☐
Mental Demands	Continuous (>70%)	Frequent (40-69%)	Occasional (15-39%)	Rarely (up to 15%)
Concentration to detail	☒	☐	☐	☐
Attention span of 1+ hours on a task	☐	☒	☐	☐
Ability to remember multiple tasks	☐	☒	☐	☐
Oral Communication	☒	☐	☐	☐
Written Communication	☐	☒	☐	☐
Stressful situations and deadlines	☐	☒	☐	☐
Working Conditions	Continuous (>70%)	Frequent (40-69%)	Occasional (15-39%)	Rarely (up to 15%)
Exposure to hazardous work conditions	☐	☐	☒	☐
Exposure to extreme heat, cold, temp fluctuation	☐	☐	☒	☐
Exposure to hazardous chemicals	☐	☐	☐	☒
Other:	☐	☐	☐	☐
Date Issued: 12/3/2025	Human Resources:			
Date Revised: 11/10/2025	Manager/Supervisor:			
I have read and understand this written job description and I ☐ am ☐ am NOT fully able to perform all listed requirements of this job position ☐ with or ☐ without reasonable accommodation.				
Date Signed: Click or tap to enter a date.	Employee/Candidate:			