

## Eau Claire Energy Cooperative OPERATIONS ASSISTANT

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**Department:** Operations  
**FLSA Status:** Non-Exempt  
**Grade Level:** 4  
**NRECA Job Code:** 32-4411

**Job Status:** Full Time  
**Reports To:** Operations Manager  
**Amount of Travel Required:** Occasional

### POSITION SUMMARY

The Operations Assistant provides comprehensive technical, administrative, and communication support to Engineering & Operations (E&O) staff, ensuring efficient coordination of construction, maintenance, and outage activities. Facilitates project tracking, document and records management, contractor compliance, and member communications, while supporting asset management, permitting, and insurance processes. Serves as a key resource for problem resolution, system notifications, and operational support, maintaining accuracy across software systems and assisting with service requests, outages, and field operations as needed.

### ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Provide technical, administrative, and communication support for all E&O staff.
- Provide problem resolution and information regarding progress or status of construction and maintenance projects.
- Assist construction, staking, and support staff preparing and completing work and asset management documents.
- Maintain vehicle maintenance records.
- Notify members of system maintenance, scheduled outages or construction in their area that may cause an interruption of service.
- Process Diggers Hotline tickets and review against the cable locating service website.
- Record easements according to state, county, and local requirements.
- Prepare correspondence, scan documents, organize department records for document management system, work with System Maintenance to maintain forms related to inventory, and request updates.
- Verify that current Certificates of Insurance are on file for all contractors.
- Collaboratively maintain records and handle notifications necessary for permission of
- Right-of-way spraying and clearing. Assist with closing out outages and reviewing times are accurate within Outage Management System (OMS).
- Assist with tree service orders in system software for work performed by contractors.
- Verify current Certificates of Insurance for all contractors and prepares and submits forms for property and casualty insurance claims.
- Stay current with department hardware, software, and operating systems to provide effective technical support and updates.
- Must be able to read and use applicable NISC software.
- Assist new service applicants and existing members or members' contractors with proper paperwork and requirements for new construction, maintenance, or other member inquiries and complete all necessary entries.
- Keeps informed of the Cooperative's policies and procedures which affect their area of work.
- Attends and participates in activities of employee committees, Cooperative events, job training, conferences, safety programs, and monthly and annual employee meetings. Events may be during or outside of normal scheduled work hours.
- Provide knowledge sharing and support to other cooperatives as appropriate.

## ORGANIZATIONAL COMPETENCIES

- Safety & Hazard Recognition – Ability to be familiar with ECEC’s safety policies and comply, identify, and correct conditions that affect employee or public safety. Be responsible for reporting unsafe practices or injuries to your supervisor immediately.
- Communication – Effectively conveying information, ideas, and vision through various channels, including written, verbal, and non-verbal communication.
- Service Focus – Exhibits a strong commitment to service excellence by delivering courteous and efficient support to members and colleagues, resolving complaints and inquiries effectively, and ensuring all decisions prioritize members’ best interests.
- Adaptability – The ability to adjust effectively to new, changing, or unforeseen circumstances by learning new skills, adopting new strategies, and modifying behaviors.
- Teamwork – Supports teamwork by effective participation, cooperation, and communication. Provides continuous improvement to employee morale, motivation, productivity, and quality of production through teamwork.
- Interpersonal Relations – The ability to effectively interact with others and build positive relationships.
- Time Management – Possess and utilize the available time to be organized and complete work within given deadlines.
- Reasoning Skills – The ability to utilize logic, reason, and analysis to make sound decisions, solve problems, and complete work.
- Conflict Resolution – Effectively resolving disagreements and disputes, fostering collaboration and constructive communication.
- Integrity & Ethics – Demonstrates the highest standards of integrity and ethics by acting with honesty, accountability, and transparency, while safeguarding confidential information and consistently doing what is right for members, colleagues, and the organization.

## JOB REQUIREMENTS AND QUALIFICATIONS

- Computer skills – Must be comfortable working extensively on the computer and can use a variety of computer systems. Must be proficient with Microsoft Office Suite including Outlook, Word, and Excel.
- Maintain confidentiality of member and sensitive business data and information.
- Certified and proficient in performing First Aid, CPR, and AED. Training provided by the Cooperative.
- A valid WI Driver’s License is preferred.
- Notary public or ability to obtain is required.
- Occasional overtime may be required as directed or assigned.
- Education – A minimum of a one- or two-year certificate or degree in business or administrative related field is required.
- Experience – Experience in administrative support is required. Two to five years of utility job experience is preferred.

## WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is primarily performed in a professional office setting with standard business hours. This role involves frequent use of computers and typical office equipment, with regular interaction with members. Work may involve periods of extended sitting and screen use, with minimal exposure to outdoor conditions. Schedule may include extended hours in emergency situations.

This position requires the following physical requirements:

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<b>Lifting</b>	Light work. Occasionally lifting to 20 lbs.; frequently lifting or carrying objects weighing up to 10 lbs.
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<b>Reaching</b>	Occasionally reaches to the front; at, above, and below shoulder height throughout the day. May also reach out to side and above shoulder height.
<b>Pushing, Pulling</b>	Pushing and pulling movements are occasionally required by the employee.
<b>Twisting, Rotating</b>	Occasionally twisting and rotating from the hips, shoulders, and neck. In addition, flexion and extension of the neck.
<b>Manual Dexterity, Manipulation</b>	Continuous fine motor hand use for computer and office equipment, including typing, clicking, and light grasping.
<b>Stooping, Bending, Squatting</b>	Occasional stooping, bending, and squatting at waist, hips, and knees.
<b>Kneeling</b>	Kneeling may be required on an occasional basis.
<b>Standing, Walking, Sitting</b>	Most assigned tasks are completed while sitting. Occasionally the employee will be standing or walking during these tasks.
<b>Talking, Hearing</b>	Talking and hearing is required while receiving work tasks and communicating with others.
<b>Eyesight</b>	Good eyesight is required to complete any assigned tasks.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhausted list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Eau Claire Energy Cooperative is an equal opportunity employer. ECEC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

The signature below indicates the employee has received and reviewed this job description.

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**Employee Signature**

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**Supervisor Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**