



**City of Milford**  
**Electric Operations Coordinator**  
Pay Grade: 6

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**Employment Status:** Full-Time

**FLSA Status:** Non-Exempt

**Experience Required:** Candidates qualified for this position must have 18-24 months' experience coordinating the scheduling of site, utility, field testing, material purchasing, and provision of price quotes in a business-to-business environment. NIMS (National Incident Management System, ICS-100, and FEMA IS-700 training. Must pass preemployment testing for substance abuse and criminal background. Subject to random drug and alcohol testing in accordance with City policy.

**Minimum Education Requirements:** High school diploma or equivalent; credit toward relevant coursework with accredited college or university preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Direct Supervisor:** Electric Director

**Supervisory Responsibility:** N/A

**Primary Work Location:** Sedentary work which requires exerting up to 10 pounds of force. Requires the ability to exert light physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

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**Job Summary:** The Electric Operations Coordinator performs advanced coordination and planning activities for Department and Division management, including but not limited to scheduling, testing, and purchasing in support of utilities and materials procurement. In addition, incumbent collects and secures surety documents including maintenance and performance bonds as well as letters of credit. Compiles and reports on Key Performance Indicators (KPI's).

The Electric Operations Coordinator shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service. The Electric Operations Coordinator shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

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**Supervision Received:** Work is performed under the general supervision of the Electric Director.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential duties:

- **Coordination and Scheduling:** Coordinates and schedules maintenance, inspections, meter installations, and all phases of infrastructure construction, testing, and related activities. Serves as a scribe during pre-construction meetings, confirming attendance, maintaining contact information, and tracking action items. Ensures accurate written records are secured and maintained for all activities.
- **Outage Management:** Supports outage management by receiving and documenting trouble and outage calls, and by tracking and maintaining outage data for both internal and



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external reporting. Develops call scripts and customer messages related to construction schedules, maintenance activities, utility projects, and planned outages.

- **Project Support:** Assists with preparing and tracking price quotes through the Finance Department, creating and maintaining work orders, and documenting project records. Supports the as-built process to ensure accurate infrastructure records and contributes to data collection for grant applications while assisting project managers with grant tracking and reporting requirements.
- **Contract and Compliance Management:** Manages surety documents, bonding schedules, and the exchange and release of bonds and letters of credit. Tracks and maintains development agreements, contracts, and leases, while also overseeing control numbers for electrical inspections. Processes utility permit applications and service requests, coordinates on-site meetings, and ensures timely follow-up on open issues.
- **Communication and Public Relations:** Prepares reports and public information materials for the City's website and social media and supports supervisory staff in responding to public inquiries. Represents the Electric Department at special events, including preparing and distributing informational materials.
- **Administrative and Backup Support:** Provides general administrative support to the operations team and serves as backup to the Public Works Coordinator and Infrastructure Coordinator, including payroll processing and other assigned duties. Performs related work as required.
- **Emergency Response:** Assists in various duties after hours as required, including on-call, special events, and weather-related emergencies.

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**Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:** An employee in this class must have the following knowledge, skills, and abilities upon application:

**Knowledge**

- City Code, policy, and procedures relating to Water, Sewer, and Electric.
- Research methods and report preparation and presentation.
- Detailed record-keeping techniques.

**Skills**

- Proficient with standard office equipment, such as printers, scanners, fax machines.
- Understand written and verbal communication; able to verbally explain and simplify solid waste collection policies and procedures to residential customers.
- Proficient with Microsoft Office applications, including Excel, Word, and Outlook.
- Interact positively with residents, corporate citizens, customers, vendors, co-workers, members of the public and other stakeholders in a polite and professional manner.

**Abilities**

- Understand and perform verbal and written instructions.
- Type at a reasonable rate of speed (at least 40 words per minute) with accuracy.
- Professional and courteous attitude with the public and interact positively and productively with co-workers, vendors, customers,



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- residents, and others.
- Demonstrate the ability and tenacity required to complete a project or process from start to finish as well as the resilience to overcome challenges throughout.
  - Able to multitask.
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**Signatures / Date**

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director:

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Employee:

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Human Resources Director:

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