

## **DISPATCH AND COMPLIANCE MANAGER**

### **GENERAL DEFINITION OF WORK:**

This is managerial and professional work overseeing the activities of the Dispatch and Compliance division. The work involves planning, coordinating, and supervising the division's major areas which include Energy Control Center Operations and SCADA/Communications. The division is also responsible for implementing and maintaining the utility's North American Electric Reliability (NERC) standards compliance program. Represents KUA on assigned Florida Municipal Power Agency (FMPA) and Florida Reliability Coordinating Council (FRCC) committees. Performance is reviewed through observation, reports, and results obtained. Work is performed under the general direction of the Vice President of Engineering and Operations.

### **TYPICAL TASKS:**

Plans, organizes and supervises the activities of the Energy Control Center to ensure the safe and reliable operations of the utility's transmission and distribution system. These functions include, but are not limited to the following: (I) Distribution Operations – dispatch, monitoring, switching and trouble call and (II) Energy Management System (EMS) Support. Recommends physical and operational systems improvement including, but not limited to, system and facility additions and deletions. Develops and administers a budget for the division and assures proper control is being exercised. Responsible for and oversees all operational aspects with the Energy Control Center and SCADA Communications functions. Represents the utility with external agencies as assigned. Tracks the development and changes to applicable NERC reliability standards. Reviews processes, policies, and metrics to ensure compliance with applicable NERC reliability standards. Maintains documentation of evidence for applicable reliability requirements. Performs other related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Through knowledge and understanding of electric transmission, substation and distribution operations, safety, functions and responsibilities. Knowledge and understanding of the effect of power quality and reliability related issues as it affects customers. Knowledge of basic principles, techniques, and practices used in the design construction, operation and maintenance of electric utility facilities and systems. Knowledge of EMS, Outage Management System (OMS), and Supervisory Control and Data Acquisition (SCADA) systems. Thorough knowledge and understanding of NERC and FRCC requirements and issues. Ability to perform quantitative analysis using available tools. Possess superior interpersonal skills and excellent communication skills. Ability to work effectively across divisions' of the utility to ensure effective coordination of procedures, practices, and measurements. Ability to make sound business decisions based on available information. Ability to work with other utilities in committees and task forces. Ability to maintain effective working relationships with other employees, other government agencies, and the general public. Must have exceptional analytical and problem solving skills. Must have exceptional skill and ability for assertively initiating and maintaining compliance with operational instructions and/or affiliated regulatory guidelines. Ability to effectively manage and lead employees. Ability to respond in emergency situations. Must be able to do moderate lifting up to 50 pounds.

### **EDUCATION AND EXPERIENCE:**

Possession of a bachelor's degree in engineering or business and five years of experience in electric utility operations, engineering, or regulatory compliance; or ten years of progressively responsible experience in the aforementioned areas. Two years of the required experience must have been in a supervisory capacity.

### **SPECIAL REQUIREMENTS:**

Possession of a valid appropriate driver's license issued by the State of Florida.

Must obtain NERC certification as an Electric System Operator within twelve months of appointment.