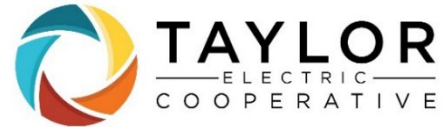


System Control Operations Manager



Posted: October 29, 2025

Job Type: Full-Time | **FLSA Type:** Exempt

About

Taylor Electric is a member-owned electric cooperative committed to providing safe, reliable power and fiber internet to the surrounding communities. Taylor Electric is looking for an experienced people manager to lead a team of System Control Operators.

Position Summary

A successful **System Control Operations Manager** provides strong leadership and direction to ensure the effective operation of System Control. This role requires a motivated, self-starter with excellent communication skills, a commitment to upholding Cooperative policies and the ability to foster a culture of accountability and professionalism. This candidate is able to coordinate with others during high-stress situations and has keen problem-solving skills. The System Control Operations Manager oversees daily System Control activities, supports employee development through consistent training and coaching, and ensures adherence to all safety standards.

Work Hours/Conditions

- Work hours may vary but will typically consist of 40 hours a week Monday – Friday.
- May be required to work on short notice or on holidays and weekends.

Qualifications

- High school diploma or equivalent is required.
- Bachelor's degree in Management or related field required.
- Experience with electrical distribution systems preferred.
- Leadership and people management experience preferred.

Please see full job description below for further details.

Why You'll Love Working at Taylor Electric

- Be a part of a team that delivers reliable power and internet to members in your community.
- Competitive salary and comprehensive health benefits.
- Traditional Retirement *and* 401(k) plans with employer contributions.

How To Apply

Click [here](#) to access the employment application or visit the career page at www.taylorelectric.com/career-opportunities

Contact: Allison Griffin, HR Manager

Email Address: HR_Personnel@taylorelectric.coop

Website: www.taylorelectric.com

Phone: 325-793-8539

JOB DESCRIPTION

Taylor Electric Cooperative, Inc.

Job Title: System Control Operations Manager

FLSA Status: Exempt

Job Codes: TEC: 22A | NRECA: 55-3121

Department: Engineering

Date Revised: October 2025

1. Objective

- a. Manages the System Control Operations of the Cooperative in accordance with established standards under RUS, ERCOT, NERC, National Electric Safety Code and other governing codes.
- b. Provides leadership and direction to system operators and leads outage restoral as an outage response leader (ORL).
- c. Writes and review switching procedures for distribution equipment; authors and maintains standard operating procedures pertaining to system operations.
- d. Assures members receive consistent and reliable electric service through the diligent application of operating procedures.
- e. All above objectives are expected to be performed with the Cooperative's best interest in mind and in line with the Core Values.

2. Essential Job Functions

- a. Supervises the System Control Operators in the operation and control of the Electric Power System Grid to safely maintain and monitor electric service to the membership.
- b. Provides strong leadership and direction to team members, ensuring goals are met through clear communication, accountability and support.
- c. Encourages professional growth and collaboration within the team through consistent leadership and a strong commitment to training and enforcement of procedures.
- d. Directs internal and contract personnel as needed for the restoration of electrical services.
- e. Contributes to the team effort to restore member service communicating to members to determine electric service needs.
- f. Responsible for running reports on worst circuits and providing outage reporting to upper management.
- g. Dispatches linemen to repair power line damaged by storms, vehicle accidents and natural disasters.
- h. Adheres to NERC standards and switching order rules and regulations to ensure system reliability and compliance.
- i. Maintains the outage management system.
- j. Coordinates activities with the public emergency entities such as police, fire and other emergency personnel.
- k. Operates Supervisor Control and Data Acquisition (SCADA) to remotely energize and de-energize electrical equipment.
- l. Operates computer mapping software to maintain an accurate representation of transformers, electric lines, switches, and other electric equipment in the field, and member geographical locations.
- m. Documents phone calls regarding damage claims received from the general public.
- n. Assists the Billing Department by receiving calls from members disconnected for non-pay.
- o. Assists the Operations Department by receiving emergency calls from linemen.
- p. Reports and coordinates the repair of communication transmission equipment hardware and software.
- q. Documents and reports deficiencies with equipment and procedures, and takes corrective action to remedy any deficiencies.
- r. Attends Safety Meetings to stay abreast of Taylor Electric Cooperative, Inc.'s current safety practices and procedures.
- s. Knows and understands the Taylor Electric Cooperative, Inc. Safety Manual.
- t. Leads training and manages the progression plans of the System Control Operators.

3. Reports to

- a. Director of Engineering

4. Supervises

- a. System Control Operators

5. Job Specifications

- a. Mathematical Skills – Must have the ability to work with engineering based mathematical concepts.
- b. Reasoning Ability – Must have the ability to solve practical problems and find possible solutions. Must have the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- c. Language Skills – Must have the ability to read, write and speak the English language.
- d. Communication Skills - Must be able to communicate clearly and accurately for work and safety compliance. Ability to promote teamwork concepts and get along with members and co-workers.
- e. Computer Skills – Must be proficient in Microsoft Office (Outlook, Word, Excel). Must have the ability to learn utility management system.
- f. Comprehension – Must have the ability to understand and follow Cooperative maps, Cooperative Safety Manual, work orders, staking sheets, and any type of Cooperative forms related to work being performed. Must have the ability to learn the cooperative's service area and distribution system.
- g. Personal Characteristics – Must have strong leadership skills with the ability to motivate, guide and develop team members and foster a positive results-driven work environment. Must represent the Cooperative in a positive manner and be accountable for professionalism and quality of work. Must be self-motivated, take ownership of job responsibilities, and be pro-active in seeking solutions for the department. Must be committed to promoting quality training and education while upholding and enforcing procedures and Cooperative policies.
- h. Physical Characteristics – Able to use hands, fingers, arms for grasping, reaching or holding items. Possess general dexterity to operate a personal computer. Will be required to regularly sit and frequently stand and walk. Will be required to climb, balance, stoop, kneel, crouch and crawl. Must be able hear. Will be required to lift up to 75 pounds. Specific vision abilities include close, distance, color and peripheral vision. Must have depth perception and ability to adjust focus.
- i. Working Conditions – Work mainly takes place in an office with a controlled environment. Position requires local, state-wide and national travel from time to time. Noise level is usually moderate.
- j. Working Hours – Average work week consist of five (5) eight (8) hour days. Work regularly scheduled hours, although weekends, evenings and holidays may be required to meet deadlines or to attend meeting or conferences. Overtime may be required in emergency situations or times of high work volume.

6. Education and Experience

- a. High School diploma or equivalent is required.
- b. Bachelor's degree in Management or related field required.
- c. Experience with electrical distribution systems preferred.
- d. Leadership and people management experience preferred.

7. Licenses and Certificates

- a. Must be able to complete Northwest Lineman – System control / Dispatch training program.
- b. Must be able to complete Outage Response Leader (ORL) training program.
- c. Must possess a current driver's license and have and maintain an insurable driving record.
- d. CPR and First Aid Certification (on-job training provided)

8. Remarks

- a. The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. In order to ensure maximum flexibility and efficiency and to encourage cross training, employees will be assigned additional duties as are deemed necessary by the Director of Engineering.
- b. This position is not eligible for telecommuting.

