

TOHONO O'ODHAM UTILITY AUTHORITY

Position Description Operations Assistant

Department: Electric
Reports To: Department Manager, Electric Operations
FLSA Status: Nonexempt
Shift: 8:00 AM – 4:30 PM
Salary Level: 7
Prepared By: Tohono O'odham Utility Authority
Approved By: Kristan Johnson, General Manager
Approved Date: 01/30/2026

SUMMARY

Assists and supports the Operations Manager in the functions of the electric operations, which include the Operations Manager's office, Safety Coordinator, Construction/Maintenance Foremen, Substation/Meter Foremen and Staking Supervisor. Processes and maintains system records for work orders, service orders and electric inventory management and capital projects. Maintains correspondence for the department. Communicates with internal and external stakeholders, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Coordinates and administrates office duties among office staff.
- Composes routine correspondence. Locates and attaches appropriate file to correspondence to be answered by employer. Files correspondence and other records.
- Assist in processing and maintaining appropriate records for work orders and all associated RUS Forms including tracking, updates and closing.
- Maintains inventory records and assists Line Superintendent with electric inventory management and audits. Also assisting with purchasing and material acquisitions.
- Prepares and Maintains Driver Qualification files
- Assists employees that hold Commercial Drivers Licenses (CDL) by notifying employees of renewals and required physicals.
- Provides assistance and secretarial services to Operations Manager, Safety Coordinator, Construction/Maintenance Foremen, Substation/Meter Foremen and Staking Supervisor; takes and transcribes dictation, when required; composes memorandums and letters; maintains correspondence digitally and hard copy files if necessary.
- Assist Operations Manager with project tracking, reporting and documentation.
- Researches customer inquiries and provides information to Operations Manager so complaints can be resolved in a timely manner.
- Prepares, issues, and distributes service orders as required.
- Processes work orders received from the Construction Crews, Servicemen, and Field Collectors.

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- Generates service orders for connects, reconnects, disconnects and repairs and closes service orders that do not require billing action.
- Prepares invoices and assists in preparing quotations for projects and contract work.
- Assists the Operations Manager, Safety Coordinator, Construction/Maintenance Foremen, Substation/Meter Foremen, Staking Supervisor in preparation of annual budgets.
- In absence of AMR Administrator, assists Meter personnel by monitoring AMR system and performing operations requested from outside meter personnel.
- Coordinates arrangements for meetings, classes, and travel for Operations Department.
- Participate in safety meetings and assist in compliance with safety regulations, procedures and training programs.
- Other duties may be assigned.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

EDUCATION and/or EXPERIENCE

- Associate's degree (A.A.) or equivalent from two-year College or technical school; and
- Two (2) years related working experience; or equivalent combination of education and work experience; preferably within the utility sector.
- Some work experience in accounting procedures and principles preferred.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Prefer ability to converse in the Tohono O'odham language.

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MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commission, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- First Aid and CPR
- Valid Arizona Driver's License

OTHER SKILLS and ABILITIES

- Should possess skills in accounting processes
- Should be proficient in word and spreadsheet programs.
- Must be computer literate and have the ability to learn a variety of software packages.
- Should have excellent typing skills and be capable of accurately producing 50 word per minute.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essentials functions.
- The noise level in the work environment is usually quiet.