



Open Position Title: Electric Station Operator Attendant and Laborer
Location: 725 Front Street, Chicopee, MA 01020
Industry: Municipal Electric/Fiber Broadband
Salary: 17.00/hr. – 32.87/hr.

General Statement:

Position serves as the central dispatching authority for CEL. Responsible for monitoring system operations, coordinating field crews, and ensuring timely response to service requests, outages and emergencies. Position works rotating shifts that include nights, weekends, holidays and emergency storm duty.

Job Responsibilities:

- Maintains logs and reports of station activity, trouble calls, and ISO-New England, Convex and Regulatory Agency calls.
- Follows applicable documented procedures when executing ISO-New England, Convex operating instruction and CEL policies to include notifying ISO New England of deviations from operating instruction or scheduled events.
- Responsible for remote operation of generators.
- Monitors and operates SCADA system to maintain reliability and oversee system performance.
- Serves as the primary communications contact between field crews, supervisors, and external agencies during routine and emergency operations.
- Logs all system events, crew activities, and customer interactions accurately and in real time in an Outage Management System.
- Responds to customer inquiries and complaints, escalating issues as needed to appropriate personnel.
- Dispatches Line Crews and Field Personnel by coordinating responses to outages, maintenance, and emergencies by directing crews to appropriate locations.
- Reports and enters data for personnel call outs, outages, and other operational data.
- Monitors security for on-site and remote security cameras for personnel safety and asset protection.
- Remotely reconnects electric service after hours using AMI systems, following verification and reconnection protocols.
- Other related duties as required.

Education and Experience:

- High school diploma or general education degree (GED)
- Technical Proficiency with Microsoft Office, GIS, AMI systems
- Prior experience in customer service, emergency communications and utility dispatching is preferred.

Abilities and Skills:

- Language skills, mathematical skills, and reasoning ability.
- Attention to detail and the ability to organize information neatly and accurately.
- Ability to multi task and communicate clearly and professionally, both verbally and in writing with internal and external customers.
- Ability to remain calm and focused under pressure.

Additional Requirements:

- Requires sitting for prolonged periods of time and significant PC usage.
- Requires working rotating shifts including nights, weekends, holidays and emergency storm duty.
- Requires quick decision-making and real-time coordination.

This description is not intended to be a complete statement of the position, but rather to act as a guide to the general work performed. Individual's competencies and customer requirements impact the actual role performed.

Applicants should send their resume directly to Chicopee Electric Light (CEL) Attention Human Resources at 725 Front St., Chicopee, MA 01020 or e-mail ncolberg@celd.com