



Job Title: Utility Operations Administrator	Reports to: Director of Finance & Administration
Department: Finance	Job Grade: 6
FLSA: Non-Exempt	Union: No
Date: June 2026	GM Approval:_____

GENERAL SUMMARY:

Under the general supervision of the Director of Finance and Administration, provides administrative and operational support across all areas of SELCO. This multifaceted role performs a variety of essential functions that support organizational operations and business processes. The position is responsible for implementing, maintaining, and enhancing processes and procedures related to assigned areas of responsibility to drive efficiency, accuracy, compliance and service delivery.

ESSENTIAL JOB FUNCTIONS:

- Administer the full lifecycle of work orders within SELCO's Enterprise Resource Planning (ERP) system, including creation, project setup, classification, cost tracking, asset assignment, accounting review, asset retirement processing, system maintenance, reporting, monthly close activities, and final work order closure.
- Ensure work orders are accurately established and maintained in accordance with organizational policies, accounting standards, and regulatory requirements. Monitor project costs and labor allocations, verify coding accuracy, support capital asset tracking, and prepare reports to assist management with project oversight, budgeting, financial reporting, and operational decision-making.
- Reviews and verifies daily operations time entry and special pays for all light and cable operations personnel, and headend personnel. This includes overtime, standby, vacation, personal time and sick time.
- Assists with updating the operations calendars including standby, training and vacation.
- Collects and records motor vehicle accident reports, property damage reports and assists with the insurance and billing process for claims.



SHREWSBURY ELECTRIC AND CABLE OPERATIONS

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- Administer SELCO's records management program, ensuring organizational records are accurately maintained, securely stored, readily accessible, and retained or disposed of in accordance with established policies, regulatory requirements, and retention schedules.
- Coordinate document organization, indexing, retrieval, archiving, and destruction activities; support compliance with public records requirements; maintain electronic and physical record systems; and assist departments in implementing consistent records management practices that promote operational efficiency, accountability, and information security.
- Coordinate document routing and approvals, maintain departmental files and databases, prepare presentations and reports, track deadlines and action items, support special projects and departmental initiatives, respond to internal and external inquiries, and assist in the development and maintenance of administrative procedures that enhance organizational effectiveness and service to customers.
- Provide comprehensive administrative support through document preparation and management, calendar administration, meeting scheduling and coordination, correspondence preparation, records maintenance, report generation, data entry, and general office support activities.
- Supports operations activities through compiling documents for topics such as mutual aid, emergency response reimbursements, outage notifications, temporary service agreements and general customer communications.
- Provides administrative support for asset retirements and fleet expense activities.
- Serve as the primary point of contact for employee travel and training events, coordinating registrations, transportation, lodging, schedules, itineraries, and related documentation to support efficient, compliant, and cost-effective travel.
- Assist employees with travel arrangements and conference planning, maintain travel records, process registrations and reimbursements, monitor travel-related expenditures, and ensure adherence to organizational travel policies, budget limitations, and approval requirements.
- Support SELCO event planning and setup.
- Performs other related functions as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of business English, grammatical construction, spelling and punctuation and ability to compose routine letters.



- Working knowledge of modern office procedures, practices and equipment.
- Ability to learn and implement office procedures related to department operations.
- Ability to multitask.
- Judgment and decision making ability.
- Ability to communicate orally, in person and by telephone.
- Ability to deal courteously, fairly and effectively with a variety of external and internal stakeholders and to establish and maintain effective and cooperative work relationships.
- Experience with database maintenance, payroll entry and tracking, and work order management.

QUALIFICATIONS:

Associate's degree or equivalent experience. Bachelor degree preferred.

SUPERVISORY RESPONSIBILITY:

None.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to extremes in temperature, noise, etc.

Frequent interruptions to answer telephones.

May spend extended periods of time at the computer terminal, on telephone, or operating other office equipment, requiring eye-hand coordination and finger dexterity.

Occasional lifting and carrying of files, documents, records, etc.

May be required to work extended shifts, weekends and overnight hours when the office is staffed 24 hours a day during emergency operations.



SHREWSBURY ELECTRIC AND CABLE OPERATIONS

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The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**