



HOLYOKE GAS AND ELECTRIC DEPARTMENT
99 Suffolk Street
Holyoke, MA 01040

Utility System Operator

Holyoke Gas & Electric Department

Formed in 1902, HG&E is a municipally owned utility that provides electricity, natural gas, and fiber optic internet services to over 18,000 customers. Our mission to our customers is simple: "HG&E will provide competitive rates, innovative and sustainable energy solutions, reliable service, and excellent customer care." We are currently looking for a qualified candidate to fill this vacancy.

DUTIES:

Operate supervisory control equipment to start-up, synchronize, load, control & monitor various Department functions including substations, transmission & distribution, hydro-electric generation systems and electric production areas. Monitor the Department's relative position in gas and electric markets and adjust operations accordingly. Communicate with energy supply organizations including but not limited to ISO-NE, Convex and Tennessee Gas Pipeline. Coordinate with other Department personnel to ensure safe operation and maintenance of all equipment and systems. Dispatch incoming calls for assistance to proper Departmental personnel as need. Utilizes PC based computer control systems, SCADA systems, other software systems, and performs various installation, operation, and maintenance duties as required. Willing and able to work scheduled and emergency overtime as needed. Work rotating shift. Perform other related duties as required.

MINIMUM ENTRANCE REQUIREMENTS

- High school diploma or GED and any combination of: 1) Associates degree in Electrical Technology or the equivalent in combined education and experience, 2.) Operator certification from a related field, and/or 3.) Three (3) years of technical training, in a related field.
- Able to complete CONVEX training program during Probationary period and gas system training within 12 months.
- Ability to work 12 hour rotating shift, emergency and planned overtime as assigned.
- Demonstrated proficiency with MS Office software, basic computer navigation skills.
- Ability to perform complex mathematical operations.
- Demonstrated ability to read, understand, and interpret circuit diagrams of generating stations, substations and gas and electric distribution facilities.
- The ability to lift and manipulate 50 lbs. climbing ladders and working elevated surfaces.
- Accurately give, receive, and understand verbal and written instruction.
- Ability to have successful completion of annual medical exams & DOT drug tests.
- Ability to work in a team environment, communicate effectively with other team members, and a positive attitude are a must.
- Self-starter and ability to perform work alone with little direct supervision is required.
- Regular and reliable attendance.

PREFERRED ENTRANCE QUALIFICATIONS (In addition to above)

- Associates degree in engineering or other technical discipline.
- Over 5 years of utility energy & dispatch experience, rotating shift experience.
- Over 6 years electrical experience or technical training in related field.

PAY RANGE

- \$49.41/hour – \$51.91/hour. Starting pay within training program depends on qualifications and experience.

REMARKS:

- Successful candidate must be able to successfully complete 12-month USO Written Training program.
- Position is subject to random drug testing per DOT regulations. Starting pay is according to the Guild (Union) Contract.

HOW TO APPLY:

Interested and qualified candidates should send an email to humanresources@hged.com with the following three documents, on or before January 30, 2026:

- 1.) a completed [HG&E application](#), 2.) a cover letter, and 3.) a detailed resume.