



Dispatcher

I. POSITION SUMMARY:

Provides a communications link between crews and consumers to assure accurate and timely service available 24 hours/day, monitors various systems to ensure reliability, and to provide a variety of clerical and administrative tasks.

II. REPORTING RELATIONSHIPS:

- A. Reports to: Line Superintendent

III. MAJOR RESPONSIBILITIES:

- A. Dispatches servicemen as they are needed to handle and restore service to consumers, including power outages and other problems. Provides servicemen with necessary information to restore service. Maintains constant monitoring of all communications in the field to know where service crews are located.
- B. Prepares a variety of reports which require investigation, verification, classification, recording and/or reconciling of data. Maintains outage records, creates service orders.
- C. Makes every effort to serve all member-consumers courteously and efficiently, to respond to their inquiries, satisfy their complaints and, if unable to do, refers them to the proper person(s).
- D. Coordinate crews, bring in extra personal, record major events and damages caused by storms, public, or any other cause during emergencies and storms.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities required of personnel so classified.

The **Dispatcher** shall be required to perform any other duties assigned in order to fulfill the objectives of the cooperative.



IV. EXTERNAL RELATIONSHIPS:

- A. Member-Consumers: Takes service requests, explains the services offered, rates, policies, procedures and benefits to which a cooperative member-consumer is entitled.
- B. General Public: To maintain good relations in all contacts to promote the image of the cooperative.
- C. Other utilities: To exchange information for interpretation and clarification.

POSITION SPECIFICATIONS

Job Knowledge, Training and Experience: A good knowledge of English grammar is required to communicate policies and other information to member-consumers. Position is required to perform a variety of mathematical calculations in the completion of duties. Job knowledge is normally acquired through the completion of academic courses leading to a high school diploma or equivalent.

A knowledge of the service territory of the cooperative is essential. Previous office experience in a public contact position is desirable.

Equipment Operated: Position utilizes computer terminals, calculators and other standard office equipment in the completion of duties.

Abilities and Skills: Must be able to carry out a variety of activities which requires a high degree of accuracy and attention to detail. Position requires on-going contact with member-consumers under various circumstances which requires tact and diplomacy.

Physical Effort: Must be able to perform the activities as listed in the position description. Activities may be performed at a counter, drive-in window, computer terminal or desk. Sitting, walking, and standing are normally used in carrying out the assigned duties.

Working Conditions: Office environment.

After an offer of employment has been made, a physical is required which will include both drug and alcohol testing.