

# Dispatcher

Navasota Valley Electric Cooperative, Inc. – Franklin, TX

## 1. Position Summary

- a. Provide effective and efficient dispatching services which allow for a current and accurate flow of information among all Cooperative organizational units and with organizations outside the Cooperative within the authority of the job description.
- b. Maintain an accurate chronological record of events, sufficient in detail to satisfy legal and operational requirements in the reconstruction of occurrences.
- c. Cause, within the capabilities of the position, compliance with safety rules and accepted industry standards, practices, procedures, and operating criteria.
- d. Analyze data and reports, coordinate people and resources, and develop plans.
- e. Present information to others under stress.
- f. Provide after-hours routine support in general administrative areas- data entry, filing, etc.

## 2. Essential Duties, Responsibilities

- a. Takes control of outage situations.
- b. Receives and manages outage tickets, trouble calls, and emergency calls from Members, Brazos Electric Cooperative, County and State emergency response personnel, and other utilities using the outage management system.
- c. Validates data across multiple system applications.
- d. Determines the need for additional line personnel in emergency and storm situations then calls those crews in to work.
- e. Maintains up-to-date outage, lock-out/tag-out, hot line, and communication records.
- f. Maintains constant monitoring of all communications in the field to know where line personnel are located.
- g. Responsible for effective and efficient cross departmental verbal and written communication as it relates to current outage data.
- h. Maintains a general knowledge of electrical equipment including but not limited to meters, transformers, capacitors, reclosers.
- i. Reports mapping discrepancies to appropriate GIS personnel to assist in maintaining accurate up-to-date maps.
- j. Informs and receives acknowledgement of comprehension from incoming dispatch personnel of crew status, system status, operating conditions, pending activities, and other pertinent information before leaving duty.
- k. Making recommendations to the Manager of System Operations for the development and improvement of operating, maintenance, and training practices and procedures.
- l. Advancing to higher job classification within reasonable time limits of training and experience.
- m. Assists with disconnects for non-payment. Negotiates payment and restoration of services that have been disconnected for non-payment within the authority given.

- n. Receives calls and creates service orders regarding Cooperative business, member concerns and complaints, and maintenance, among others.
- o. Accomplishing operating directives from the Manager of System Operations and seeing that those directives are understood and practiced.
- p. Maintaining a harmonious relationship with all Cooperative personnel and the general public.
- q. Performs routine housekeeping in the dispatch area as required.
- r. Participating in formal training programs for the improvement of job knowledge and technical skill.
- s. Participates in general staff meetings, strategic planning, and other internal meetings as directed.
- t. Attends meetings, special courses, and seminars to facilitate training, keep informed and stay abreast with current industry trends and technology. This may require occasional travel from the area.
- u. Must work shift work- including nights, weekends, and holidays as a requirement of the position.
- v. Regular and punctual attendance is an essential function of this position.
- w. Must work extra hours or report to the office during nonscheduled working periods should the need arise.
- x. Performs other duties as apparent or assigned by the Manager of System Operations

### **3. Qualifications**

- a. Education
  - i. High school diploma or state equivalency certification required.
  - ii. Two-year technical degree in computer applications or related area preferred
- b. Experience
  - i. Specialized training in computer applications including database, spreadsheet, word processing required.
  - ii. Two years dispatching for a rural distribution electric system preferred
  - iii. One year dispatching in a 24/7 dispatching center preferred
- c. License
  - i. Must have and maintain a valid driver's license
- d. Skills
  - i. Ability to work 7p-7a and appropriately manage rest in preparation for work.
  - ii. Ability to work alone.
  - iii. Ability to work in an on-call rotation.
  - iv. Attention to detail.
  - v. Must have legible handwriting.
  - vi. Ability to manage multiple tasks and work with technical information at once.
  - vii. Ability to remain focused under pressure.
  - viii. Ability to work calmly and effectively in crisis situations.
  - ix. Ability to read, analyze, and interpret common technical journals, safety materials, and other work-related documents.
  - x. Ability to organize work effectively.
  - xi. Computer and networking skills.

- xii. General familiarity with data processing techniques.
- xiii. Demonstrated problem solving skills.
- xiv. Excellent oral and interpersonal skills.
- xv. Ability to work effectively with employees and public.
- xvi. Ability to write simple correspondence.
- xvii. Ability to effectively present information to top management and/or board of directors as it relates to current outage data.
- xviii. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

**4. Working Conditions**

- a. Indoors at a workstation and communication console with many distractions.
- b. Noise level is moderate.