

# ALBEMARLE ELECTRIC MEMBERSHIP CORPORATION

## DISPATCHER

### Position Description

**Reports To:** Manager of Corporate Services

**Supervises:** None

**FLSA Status:** Non-Exempt

**Review Date:** March 1, 2018

#### **I. OBJECTIVES**

- A. To provide superior quality customer service by providing prompt, courteous and knowledgeable responses to the cooperative's members.
- B. To work cooperatively with co-workers and all departments to create a professional and productive environment.
- C. To receive all trouble calls (outage or member problems concerning problems with their electricity) analyze, and take appropriate action.
- D. To monitor, analyze, and take appropriate action concerning any alarms on SCADA, microwave, security system, or any other equipment.
- E. To promote a favorable image of the Cooperative while participating in civic or community functions.

#### **II. POSITION REQUIREMENTS**

- A. Education – A two year associate degree is required. Four years' experience in electrical utility operations and/or customer service may be substituted for the two years of college.
- B. Experience – With above education requirements met, must have experience in systems operations consisting of emergency and normal switching operations, receiving and analyzing trouble calls and the restoration of service, maintaining accurate logs of outages, loads, voltage levels, and other matters pertinent to the operation of the electric system, and experience with sketches, staking sheets, and system maps.
- C. Software – Must become proficient in various technical software systems including but not limited to Porsche, SCADA, OMS, Partner, SEDC, radios, phones, Outlook, and others as needed.

**Description continued:**

- C. Communication Skills – Must be able to communicate with courtesy and tact. Must be skilled in both oral and written communications. Must have the ability to recognize and evaluate all problems and situations that arise within the area. Must be able to maintain self-control in situations of extreme pressure. Must be thorough in all areas of work and have the ability to provide knowledgeable and courteous service to the members at all times. Must be willing to participate in additional self-training and educational programs as necessary.
- D. Physical Characteristics – Must have the physical and mental faculties required to perform the essential duties of the position which include, but are not limited to seeing, hearing, talking, and sitting.
- E. Working Conditions – Must be able to work in all weather conditions including extreme heat and cold during weather emergencies, which may include around-the-clock operations. This position is subject to being called in to assist in case of emergency at all times.
- F. Safety Training – Employees shall be trained in and familiar with the safety related work practices, safety procedures and other safety requirements in the cooperative's safety manual that pertain to their respective job assignments. Employees shall attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments. Employees must be able to exhibit a fundamental knowledge of basic first aid, cardiopulmonary resuscitation, and be able to initiate the emergency May-day procedures. All employees are subject to random drug and alcohol testing consistent with DOT regulations and AEMC policies.

**III. RESPONSIBILITIES****Dispatch Duties:**

- A. Makes work assignment to field personnel during regular work hours. These assignments may include outages, delinquent reconnects, regular reconnects, disconnects, all field service requests, 811 requests, meter changes, and new construction.
- B. Outages:
  - 1. Coordinates the work activities within the system service area and with other departments to maximize the efficiency and minimize service disruptions.
  - 2. Receives and analyzes trouble calls, assigns to crews for the restoration of service to the members.
  - 3. Prepares all outage forms, outage and trouble log, and all other reports pertinent to the Outage Management System (OMS).
- C. SCADA:
  - 1. Operates (under prescribed guidelines) the supervisory control and data acquisition system (SCADA). Is responsible for informing supervisor of any

**Description continued:**

- system malfunction or other problems associated with the master station, remote units and the communication lines.
2. Monitors and maintains system voltage and continuity of service in accordance with prescribed standards.
  3. Coordinates and executes all emergency, temporary, and permanent system switching operations with directions and guidance from the Manager of Engineering.
  4. Is responsible for informing supervisor of any system overload or low voltage conditions requiring corrective action.
  5. After training, will work in the SCADA group operating non-reclosures, etc., at the systems stations.
- D. Monitors all radio and telephone communications in the command center.
- E. Helps maintain detailed system maps, supporting records, and printing maps as needed.
- F. Posts staking sheet information to Partner based system map.
- G. Answers all incoming calls in a professional and courteous manner. Must be able to quickly transfer calls to the appropriate person or their voicemail, when necessary.

**CSR DUTIES AS NEEDED:**

- A. Creates and processes service orders for routine maintenance requests and routes them to the operations department. Updates customer information records.
- B. Dispatches information and service orders via radio or telephone to field service representatives or line crews.
- C. Monitors Porche system. Enters outage calls, listens to recorded messages, buckets outages when necessary. Maintains calm demeanor and asks necessary questions when gathering and relaying outage information.
- D. Listens carefully to unsatisfied customers. Attempts to explain high bills and answers complaints and questions in a concerned and knowledgeable manner. Refers unresolved customer problems to the Work Order Accountant and unresolved high bill concerns to the Coordinator of Public Relations.
- E. Creates and dispatches orders for disconnection due to non-payment. Tracks servicemen and meter readers while disconnecting services, records the disconnected readings and service charges. Radios incoming payments to Servicemen to cancel the disconnect order. Closes disconnect service orders.
- F. Monitors AEMC radios at all times.

- G. Assists co-workers as needed.
- H. In addition, other duties of equal or lesser skill may be assigned by supervisor to meet emergencies or other operating needs.
- I. Attends the annual meeting of the Cooperative.
- J. Maintains constant awareness of privacy issues as well as Red Flag warnings for Identity Theft.

**IV. RELATIONSHIPS**

Communication involves securing or furnishing factual information; resolving or adjusting complaints and misunderstandings; gaining acceptance and understanding of AEMC programs, policies, or services; and reaching or adjusting contracts or working agreements through persuasion and/or negotiation and bargaining. Listening to others to ensure complete understanding is a high priority.

- A. Internal – Communicates with supervisor, co-workers, and other departments in person, via telephone, e-mail or other written communication.
- B. External – Communicates with cooperative members, the general public, vendors, and various professional organizations.