

Comanche Electric Cooperative

Dispatch Operations Clerk 07/2010

Reports to: Supervisor of Engineering/Staking
Non-Exempt

Job Summary:

Serves as the primary contact with linemen and servicemen in the dispatch of all service orders/work orders covering 3 service districts. Functions include, but are not limited to, possessing considerable skill in exercising independent judgment and working in emergency situations with speed and accuracy. Must have the ability to understand/interpret oral and written instructions. Must demonstrate acceptable telephone and radio voice projection with good enunciation. Must have calm, steady bearing with courteous telephone manners.

Major Functions:

- Creates, maintains, and coordinates a service-order based dispatching system.
- Dispatches servicemen, as 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.
- Maintains outage records and fills out applications for service orders
- Assists in compiling reports and other data as required
- Assists crews and supervisors in determining the need for additional line personnel in emergency and storm situations and calling those crews in to work
- Remains knowledgeable about emergency procedures and maintains current emergency phone number listings and communicates this information to other employees to provide quick efficient emergency assistance when needed
- Reports mapping discrepancies to the Engineering personnel to assist in maintaining current up-to-date maps
- Operates SCADA devices and dial-up reclosures as instructed
- Attend dispatcher safety/training meetings
- Performs routine housekeeping in Dispatch Center as needed

Organizational Relationships:

- Accountable to the Supervisor of Engineering for all phases of activities
- Performs the essential functions and elements of this position competently, following an initial orientation period. Personal characteristics to include: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and gain and maintain respect of others, both inside and outside the Cooperative

Pre-Requisites:

- High School Diploma or equivalent
- Basic knowledge of electrical distribution system and general area
- Knowledge of Cooperative system and electrical maps
- Good interpersonal skills and solid problem solving skills. Good communication skills, both written and verbal. Sound judgment with the ability to analyze and formulate solutions
- Basic computer skills and use of basic office equipment
- Valid Drivers License

Essential Skills:

While performing the duties of this job, the employee is regularly required to sit, use hands, handle, climb, balance, stoop, kneel, crouch, crawl, talk, and hear. The employee is occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance, vision, and the ability to adjust focus. The employee will be subject to hazards due to the proximity of electric current and regularly works in outside weather conditions. The employee is required to operate a motor vehicle.

Comments:

This job description is not intended to be all inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required. The General Manager of Comanche Electric Cooperative reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.