

**Concho Valley Electric Cooperative, Inc.**  
**Position Description**

**Position Title:** Dispatcher/Data Entry

**Departments:** Line Department

**Reports To:** Line Superintendent

**Oversees:** No One

**FLSA Status:** Non-Exempt

**NRECA Job Code:** 20V

**Revised:** 09/2017

**GENERAL DESCRIPTION:** Receives visual supervision on an hourly, daily and weekly basis; must follow written directives, procedure manuals, operational instructions, checklists and flowcharts; produces statistical reports and reports on a monthly basis or upon requests (many summaries); Will be on call, can be called back for emergencies; works overtime when needed; work is stressful with high volume; computer requires some repetitious movements; occasionally works with difficult clientele.

**PURPOSE:** To dispatch crews; completes records supporting the construction, maintenance and safety functions; input data;

**ENVIRONMENT:** Work is mainly inside in a comfortable surrounding; possibly exposed to Blood Borne Pathogens if needed to give first aid.

**INTERNAL CONTACTS:** Director of Engineering and Operations, Line Superintendent, Supervisor of Staking Engineering, Customer Service Supervisor, Member Account Representatives, Director of Office Services, Manager of Information Technology, Warehouse Supervisor, System Technician, and Manager of Administration/Human Resources.

**EXTERNAL CONTACTS:** Members-Consumers, STEC, AEP dispatchers and Electricians.

**DUTIES AND TASKS OF THE JOB:**

- Receives and relays via radio information about: connects, disconnects, trouble calls, outages, meter readings, construction, maintenance, service crews, monitors meter alarms, etc.
- Completes daily radio log and monitors crew locations via GPS.

- Required to be on call.
- Accurately completes numerous reports and records: transformer records, OCR; Dig Tess underground line locate requests and follow-up; outage reports, SAIDI, SAIFI, etc.
- Analyzes linemen outage reports and gives Executive Vice President/CEO, Director of Office Services, Line Superintendent, Director of Engineering and Operations, Manager of Member Services, and Accounting Supervisor the results.
- Receives and processes several types of information, by phone and in person.
- Knows at all times the location of construction, maintenance, service crews, metering personnel, staking crew, contractors, etc.
- Dispatches appropriate crews.
- Creates the on-call schedule.
- Performs off hour dispatching.
- Research warehouse inventory monthly security light installations and removals.
- Gather information for and issue Line Department quarterly reports for the Board.
- Gather all Cooperative vehicle and other equipment odometer readings monthly and compile report for the Accounting Supervisor.
- Enter work order completion dates and assigned crews in ABS system.
- Catalog completed monthly work orders, along with new construction meter count for Engineering Systems Administrator and the Accounting Supervisor. Issue totals report.
- Monitor, assign, and close mobile workforce service orders daily.
- Assist field crews by enabling and disabling substation circuit hot line tags via SCADA. Process hold tags and documentation.
- Monitors GPS software for functionality.
- Manage Porshe IVR system.
- Monitor security cameras at night.
- Accept after hours credit card payments over the phone.

- Ping meters for current voltages.
- Monitor base radio system.
- Assist with Annual Meeting, if needed.
- Follows safety rules and guidelines
- Performs all other reasonable and proper duties/task assigned.
- Must be regular in attendance.
- Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- Must be able to effectively communicate with fellow employees and members/owners and to express oneself orally and in writing, in English, with tact and diplomacy. Must be a self-starter, be able to perform duties with little or no supervision and have the ability to follow instructions well.

**EDUCATION AND EXPERIENCE REQUIREMENTS:** High school or equivalent required; must have excellent verbal and written communication skills, computer skills in word processing and spreadsheets preferred.

**PHYSICAL DEMANDS:** Be able to move 30 pounds waist-high; the waist to floor 30 pounds, eye-hand coordination needed; work includes sitting, bending, reaching, standing, and walking.