



INTERCOUNTY ELECTRIC COOPERATIVE ASSOCIATION

Your Touchstone Energy® Cooperative



Title:	Second Shift Dispatcher
Grade:	5
Position Code(s):	012-018
Department:	Engineering – Department 12
Status:	Full-Time
Exemption Status:	Non-exempt (hourly)
Reports To:	Dispatcher Supervisor
Supervisory Responsibilities:	None
Work Location:	Licking
Effective Date:	February 26, 2019
Replaces (Effective Date):	March 14, 2017

General Summary: The dispatcher is the communication link to cooperative field personnel. Responsible for receiving and handling information regarding emergencies, outages, member calls, and other work assignments.

Essential Job Functions: *The following job functions are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Receives information from members regarding outages; relays information to field personnel.
2. Reports outages to field personnel during outage situation. Utilizes cooperative systems to determine the scope of reported outages, as well as the restoration of power while completing outage reports, logs, and related data.
3. Responsible for the input and interpretation of data into cooperative systems for verification of outages, as well as, successful restoration of power once repairs have been completed.
4. Continually monitors location of field personnel and maintains radio contact.
5. Coordinates field requests with Sho-Me Power personnel and communicates information with cooperative field personnel.
6. Organizes and maintains files of reported field maintenance work.
7. Maintains log of information received from cooperative field personnel or members.
8. Continually monitors security systems for cooperative building and grounds.

9. Answers member's questions regarding cooperative policies, operations, metering, and field personnel scheduling. Refers members to the appropriate cooperative personnel.
10. Other duties as assigned.

Job Requirements:

Education and Experience:

1. Requires a high school diploma or equivalent.
2. Requires a minimum of two years of administrative and/or customer service experience.
3. Requires successful completion of a pre-employment drug screening.
4. Requires successful completion of a pre-employment physical examination.
5. Requires successful completion of a pre-employment background check.

Certificates, Licenses, Registrations:

1. Prior to operating a cooperative owned vehicle, individual must obtain a valid Missouri Class E license.

Preferred:

1. Previous dispatch job experience is preferred.

Knowledge, Skills and Abilities:

1. Ability to maintain complete confidentiality in the performance of duties and responsibilities of the job.
2. Ability to think clearly and respond properly under stressful conditions.
3. Ability to deal with multiple, competing demands.
4. Ability to work independently and exercise sound judgment without close supervision.
5. Must be able to orally communicate utilizing the phone, 2-way radio, and in person.
6. Must have ability to express oneself in writing.
7. Must have the ability to type with speed and accuracy sufficiently to complete assigned duties.
8. Must be able to compose correspondence and use basic information and data in developing reports.
9. Must be able to accurately file numerically and alphabetically.
10. Attention to detail, organizational skills, and good oral communications required.
11. Ability to use personal computer applications including data base, spreadsheet and word processing software needed.

Physical Demands:

1. Ability to lift/carry 10-25 pounds frequently (34%-100% of the time).
2. Ability to lift/carry up to 10 pounds constantly (34%-66% of the time).
3. Ability to push 25 pounds occasionally.
4. Sufficient physical ability to perform light to moderate lifting; reaching, bending, stooping, kneeling, and crawling; walking, standing and climbing on uneven ground.
5. Ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents to operate equipment, and to perform other duties as assigned.
6. Ability to hear in the normal audio range with or without correction.

Work Environment:

1. Environment is busy and individual will need excellent organizational and stress management skills to complete the required tasks.
2. Job may require working additional hours outside of normal work schedule.
3. Job may require occasional overnight travel for training.