



**JOB DESCRIPTION**

**TITLE:** System Dispatcher

**POSITION STATUS:**

**GRADE:** 10

Full Time       Part Time

**DEPARTMENT:** Operations

Exempt       Non Exempt

**REPORTS TO:** Supervisor, Field Services

**JOB SUMMARY**

Under direction, receive and transmit information to crew personnel relating to construction, maintenance and repair of distribution lines. Receive customer telephone calls relating to power outages, connection of new service or service disconnect and reconnect non-pay.

Under limited supervision, coordinate transfer of information between crews, office and customers to facilitate operation of the KPUB electrical system and maximize productivity and reliability.

**RESPONSIBILITIES**

- Under limited supervision, communicate by telephone, radio/dispatch functions and email with employees and customers.
- Acquire status of distribution and substation equipment; analyze and report information as needed to direct crews for normal and emergency operations.
- Dispatches service crew(s) and equipment to specific work locations.
- Issue, receive and record switching orders clearly.
- Records essential information and facts from messages transmitted or received by radio and telephone by entering and retrieving data from computer, time stamping and logging messages for permanent record keeping, maintaining continuous records of the status of units assigned, and maintaining a regular log of all messages transmitted and received by radio and telephone.
- Develop thorough knowledge of service area.
- Utilize SCADA, mapping, outage management and other software for data entry, reporting, and information gathering purposes to support utility operations.
- Work morning, evening and double shifts as required.
- Work as dispatcher on call as required.
- All other assignments as directed by supervisor or management.

**MINIMUM QUALIFICATIONS**

- High school diploma or equivalent. One year of verifiable experience operating a two-way radio communications system, strongly preferred.
- Knowledge of communication practices and procedures.

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Reviewed By:                      Howard Hall                      Title:                      Supervisor, Field Services

Approved By:                      Tammye Riley                      Title:                      Manager of HR

Last Revised Date:              08/07/2018                      Date Issued:              06/26/1989



**JOB DESCRIPTION**

*(Minimum qualifications, cont.)*

- Knowledge of communication rules and guidelines.
- Maintain composure and think clearly in emergency situations
- Clear verbal and written communication skills
- Must be self-motivated, dependable and detail oriented.
- Establish and maintain effective and cooperative working relationships.
- Ability to maintain sensitive company/customer data in the strictest of confidence.
- Proficient operation of office equipment.
- Knowledge of computer systems.
- Ability to obtain knowledge of basic electricity and electric power systems.
- Ability to operate a variety of communication equipment and information services; read maps and guides.
- Ability to accurately interpret report and convey electronic data.
- Possess a valid Texas Driver’s license and have a good driving record.
- Must be physically and mentally able to perform the essential functions of the job described in a fast paced, high-pressure environment with or without reasonable accommodation, including being able to lift up to 50 pounds of materials.
- Bondable.

**Employee Statement of Understanding:**

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN KERRVILLE PUBLIC UTILITY BOARD (KPUB) AND THE EMPLOYEE. Nothing in this position description restricts KPUB’s ability to assign, reassign or eliminate duties and responsibilities of the job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Employee’s Name (Please Print)

\_\_\_\_\_  
Current Job Title

***This signed job description will be placed in your personnel file.***

Reviewed By: Howard Hall Title: Supervisor, Field Services

Approved By: Tammye Riley Title: Manager of HR

Last Revised Date: 08/07/2018 Date Issued: 06/26/1989