



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

- Communicate by telephone, radio 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.
- Issue, receive and record switching orders clearly.
- Keeps dispatch logs relating to customer calls and power outages.
- 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.
- Maintain composure in emergency situations
- Clear verbal and written communication skills
- Must be self-motivated, dependable and detail oriented.
- Strong interpersonal skills
- Ability to maintain sensitive company/customer data in the strictest of confidence.
- Proficient operation of office equipment
- Working knowledge of computer systems

Reviewed By: Howard Hall Title: Supervisor, Field Services

Approved By: Tammye Riley Title: Director of HR

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



JOB DESCRIPTION

(Minimum qualifications, cont.)

- Ability to obtain knowledge of basic electricity and electric power systems.
- 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: Director of HR

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