



**KERRVILLE
PUBLIC
UTILITY
BOARD**

JOB DESCRIPTION

TITLE: System Dispatcher

GRADE: 10

DEPARTMENT: Operations, Field Services

REPORTS TO: Supervisor of Field Services

POSITION STATUS:

Full Time Part Time

Exempt Non-Exempt

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, the 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 the operation of the KPUB electrical system and maximize productivity and reliability. Proficiency in customer contact and scheduling.

RESPONSIBILITIES:

- Communicate by telephone, radio and email with employees and customers.
- Acquire status of distribution and substation equipment, analyze and report that information as needed to direct crews for normal and emergency operations.
- Create and perform switching orders.
- Keep dispatch logs relating to customer calls and power outages
- Possess a thorough knowledge of the 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 a dispatcher on call as required.
- Prepare reports as needed for Supervisor and verify all data for accuracy.
- Maintain and update as needed, all dispatcher operating procedure manuals.
- Maintain Outage Management System (OMS) and report issues as needed.
- Assist Supervisor with training System Dispatchers as needed.
- Prepare reports as needed for Supervisor and verify all data for accuracy.
- Maintain and update as needed, all dispatcher operating procedure manuals.
- Maintain Outage Management System (OMS) and report issues as needed.
- All other assignments as directed by supervisor or management.

Reviewed By/Title: Howard Hall, Supervisor of FS

Approved By/Title: Tammye Riley, Director of Operations

Last Revised Date: March 10, 2022

Date Issued: November 4, 2019



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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
- Ability to obtain knowledge of basic electricity and electric power systems.
- Ability to accurately interpret reports 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.
- Working knowledge of computer systems

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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.

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