

Laclede Electric Cooperative, Inc.

Position Title: Dispatcher

Department: Operations

I. Objectives

- A. To assign and dispatch after hours crews to respond to the needs of Laclede Electric Cooperative's members, while striving to maintain Safety as the primary goal.
- B. To assure good working relationships with all personnel at the Cooperative.
- C. To recognize the benefits of the member-owner philosophy and to interpret the Cooperative's policies, objectives and the goals to members and the public.

II. Reporting Relationships

- A. Reports to: Manager of Operations
Line Superintendent
- B. Directs: None

III. Results and Duties

A. Organization

- 1. Follows all direction given by immediate supervisor with regard to dispatching.

B. Operations

1. Plans

- a. Daily duties under the direction of immediate supervisor.

IV. Performs Personally

- A.** Calls on-duty responders (crews) for outage restoration or service quality issues of Laclede Electric Cooperative members. Sort calls, identifies outages, and schedules crews in a timely, efficient manner with proper documentation accurately completed.
- B.** Uses proper radio protocol to communicate with personnel in the field. Repeats radio communication back for clarification and uses good enunciation and follows FCC regulations.
- C.** Keeps on call supervisor informed of extraordinary events and gets appropriate instruction when necessary. Uses good judgment to communicate with supervisors when incidents occur beyond standard practices or procedures.
- D.** Monitors all dispatch systems and maintains records. Works well with Laclede Electric Cooperative contracted systems, while keeping accurate records.
- E.** Receives and gives status reports to departing and oncoming dispatcher, keeping safety as the highest priority. Communicates with other dispatchers to ensure continuity of service. Details line problems, crew and vehicle locations, clearances given and any other related information for a smooth transition.
- F.** Performs all other related duties as assigned by the Manager of Operations and the Line Superintendent. Completes tasks that are not detailed above but are assigned by the Manager of Operations and Line Superintendent in a timely and accurate manner.
- G.** Must be able to perform multiple tasks simultaneously including: receiving phone calls, making phone calls, radio dispatching and sorting outages. Completes all the above tasks in a calm and organized manner that ensures safety and efficiency with few errors.
- H.** Daytime Dispatcher may be required to work after hours and major storm events.
- I.** Must possess good verbal and written skills, communication skills, as well as good organizational skills.
- J.** Must work well in a team environment.

V. Specifications

A. Skills and Abilities

1. Must possess good verbal, written and interpersonal communication skills.
2. Must be able to work independently, exercise good judgment and act in accordance with Laclede Electric Cooperative policies and practices.
3. Must have good computer skills.
4. Reliable and predictable attendance on the job.

VI. Education

- A. Must possess a high school diploma or GED.

VII. Experience

- A. None required.

VIII. Physical, Mental and Visual Effort

- A. While performing the duties of this job, the employee is frequently required to stand, walk, sit, climb, stoop, kneel, crouch or crawl. May occasionally lift up to 25 pounds. Vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.
- B. Work involves sitting at workstation operating keyboard as well as walking, standing and all facets of office work.
- C. Possess a valid driver's license.
- D. Passing company required physical exam and drug screening.

IX. Relationships

A. Internal

- 1. Manager of Operations and Line Superintendent** – To keep him [her] informed of new developments, department progress, and needs.

B. External

- 1. Members** - To establish a friendly and safe relationship that works toward mutual community well being.

DISCLAIMER CLAUSE

This description reflects the essential duties considered necessary to describe the position identified for purposes of evaluation. It should not be construed as a detailed description of all work requirements for the position or as giving exclusive title to every function described therein.

Employee Signature

CEO / General Manager Signature

Date _____