



POSITION DESCRIPTION

Position Title: System Operations Dispatch Supervisor

Department: Operations

Approved: June 2022

FSLA Status: Exempt

Executive Summary:

The System Operations Dispatch Supervisor will supervise and direct system dispatch personnel in accordance with the Cooperative's established policies, plans, and objectives. Ensure that reporting staff understands and adheres to operating guidelines, company policy, electrical codes and cooperative safety rules and work practices. The Dispatch Supervisor will schedule and coordinate daily operational objectives, and work responsibilities as assigned by the Manager of System Controls.

Knowledge:

- The Dispatch Supervisor is responsible to support the daily operations within the operations and system dispatch department including a thorough understanding of the duties and responsibilities of the Dispatch Supervisor's position.
- Understand the duties & responsibilities of the line and service crews.
- General understanding of electricity.
- The Dispatch Supervisor promotes the efficient use of all cooperative resources, to ensure that all members will continue to receive highest level of quality service at competitive prices.

Essential Functions:

- Be responsible for the scheduling, supervision, productivity, and safe work practices of the System Dispatch departments.

- Make recommendations for the adequate staffing of the department in terms of skills, abilities, and numbers of people, within established limits.
- Assist in developing plans for construction and maintenance in terms of programs, personnel, facilities, equipment, and supplies and submits plans to the Manager of System Control for review, revision, and recommendation.
- Assist in budget proposals for the entire Operations Department.
- Communicate with Contractors on work in progress to assure adherence to established standards, practices and safety standards and inspect assigned equipment to ensure that there is proper performance in maintenance and handling.
- Investigate accidents upon request.
- Periodically appraise the performance of personnel under their supervision and offer constructive improvements in work processes and practices.
- Assist in developing training programs for personnel under their supervision.
- Determine adequate training for personnel under their supervision to maintain a safe and efficient workforce.
- Support the Manager of System Control of daily assignments by accepting and handling any duties or responsibilities assigned.
- Approve and/or deny vacation schedules and all other time off requests.
- Assist other departments in developing policies, processes, procedures, and programs.
- Coordinate work between other departments.
- Share in the responsibility for service outage restoration during and/or after normal work hours.
- Provide daily supervision and management of Cooperative personnel to assure safe, reliable, member sensitive operations.
- The Dispatch Supervisor shall perform such other tasks as assigned.

The above responsibilities are a guide and are not all-inclusive for the responsibilities of the position.

Supervision/Reporting Relationships:

Reports to: Manager of System Control
Supervises: System Dispatch Coordinators and other operations and engineering personnel as assigned.

Authorities:

- Has the authority and responsibility to supervise, coordinate and direct all resources assigned to the System Dispatch department; including making decisions as necessary within the limits assigned by the Manager of System Control. Supports the development and implementation of budgets, policies, work practices and procedures. Supports management in the supervision of contract crews, emergency operations and general administrative functions.

Accountability:

The Dispatch Supervisor is accountable to the Manager of System Control for developing, implementing, and achieving agreed upon goals and objectives in support of the enterprise goals.

- Relationships and Contacts:

The Dispatch Supervisor is expected to develop and maintain professional and ethical relationships through all work contacts. In addition, a member focused approach to operational excellence is an integral responsibility of the job.

1. Internal: Internal relationships shall be maintained with the Manager of System Control, Operations Manager, Vice President of Operations, and all other Senior Staff up to and including the President & CEO as well as other department managers, supervisors, and employees to assure cooperation and coordination in all areas to achieve the Cooperative's objectives and goals.
2. External: External job-related contacts shall be maintained with contractors; manufacturers and sales representatives; member-consumers; other utilities and cooperatives; consulting engineers; general public and public officials; federal, state and local agencies; and rural electric organizations, to assure that satisfactory goals are achieved.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education: Graduate of an accredited four-year institution with emphasis in Engineering or the equivalent level of experience and technical training may be substituted in lieu of part of the education requirements. Specialized training in line construction and electrical maintenance is desirable.
- Experience: Must have a minimum of six (6) years progressively responsible experience in the field of electrical utility distribution, which may include construction, maintenance and operations of distribution lines and related apparatus.
- Knowledge: Must possess an effective working knowledge of construction, maintenance, and operations of distribution lines. Must have a sound working knowledge of construction specifications and the National Electrical Safety Code. Must have a sound working knowledge of proper and safe use of tools and equipment used in line construction and maintenance, both energized and de-energized. Must have a thorough knowledge of first aid. Should be willing to complete courses relating to his/her area of work, especially supervisory and technical training programs. Must understand the terms of a labor contract.

Communication, Skills & Abilities:

- Must be able to effectively supervise a department. Should be knowledgeable of the operation, and maintenance of distribution lines, service to or on consumer premises, and the maintenance of substations.
- Must possess strong computer skills associated with member service operations and dispatch.
- Must be able to read maps, staking sheets, construction specifications, and technical reports required for the job.
- Must be able to prepare accurately all reports and records required for the job.
- Must be able to operate a computer and the various programs associated with an office and be able to use other office equipment.
- Ability to promote good relations between the Cooperative and its members.
- Capability to present oneself in a professional manner, at all times, when communicating with the following:
 - DEC members
 - DEC employees
 - General public
 - Agency representative

Certificates, Licenses, Registrations:

Driver's License: Must possess a current, valid driver's license recognized by the State of Delaware. Must be willing to obtain any and all demands of this position within five years of being hired.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Salary:

Exempt Status: This position is exempt from the overtime requirement of the Fair Labor Standards Act, as amended, and requires availability for emergencies, peak workloads, attendance at meetings, etc. at all times, without additional compensation.

Salary will be in accordance with the "Wage and Salary Plan of Delaware Electric Cooperative".

Signatures:

I, _____ (Employee's Name), have read and understand the foregoing position description.

Accepted By: _____
Employee Date

Approved By: _____
V.P. of Operations Date

Approved By: _____
V.P. of Human Resources Date

This document describes the position currently available. It is not an employment contract. Delaware Electric Cooperative reserves the right to modify job duties or job descriptions at any time.