
POSITION DESCRIPTION

Job Title: System Dispatch Coordinator

FSLA Status: Non- Exempt
APPROVED: 09/07/2005
UPDATED: 06/01/2010

OBJECTIVES

- A. To provide 24/7 dispatch and monitoring services by maintaining logs of occurrences of events that occur during an assigned day, night, or weekend 8, 10 or 12 hour work shift.
- B. To provide maximum service to our member/owners by rendering prompt, efficient, and courteous service that will promote goodwill between the Cooperative and its customers.
- C. To provide efficient supporting assistance of a general but more difficult or involved clerical nature within the office systems and facilities of the Cooperative, including but not limited to computer data base, communications and monitoring systems.
- D. To promote Cooperative goals by willingly assisting, communicating and coordinating with consumers, employees and contractors throughout all areas of the Cooperative as directed by the supervisor.

REPORTING RELATIONSHIPS

Reports to: Service Supervisor

Directs: Personnel as Assigned.

Cooperates and coordinates with consumers, employees, and contractors throughout all areas of the Cooperative as directed by the supervisor to carry out the responsibilities of the position.

QUALIFICATION REQUIREMENTS

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.

RESPONSIBILITIES & AUTHORITIES

Within the limits of established policies, budgets and legal requirements and has commensurate authority as delegated by the supervisor for the performance of the following activities common to all positions on this level:

1. Prepares, completes and submits daily reports to assure proper and timely work flow, customer accounting and record keeping which may require management approval and review.
2. Coordinates replenishment and / or repair of all supplies, materials and work equipment required to accomplish daily work responsibilities.
3. Knowledgeable, trained and functional with all Cooperative customer service and operational policies, procedures and systems, required to support electrical and consumer operations. Including, but not limited to, handling all customer service account requests, call-out policies and procedures, operation of the telephone, radio, mapping, monitoring, and technical systems.
4. Keeps working space and desk clean and orderly at all times. Organize workload to efficiently complete daily assignments. Supports others within the department.
5. Plans for next day work and follows up on completed job assignments and orders within the department.
6. Responsible for keying own time daily.

Performs personally the following activities:

1. Communicates and monitors radio communications in order to insure safety and a smooth and efficient flow of work with the crews. Prioritizes and assigns jobs to crews as required.
2. Responsible for telephone communications between the Cooperative and its Member/owners occurring on their work shift. Responds to member/owner complaints/concerns or advises the member/owner in a business-like manner of the department to whom concerns should be addressed.
3. Responsible for monitoring of operational equipment during each shift, and for communications with all personnel relating to outages reported by phone, by IVR, and other outage monitoring and alarm devices.

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4. Monitors SCADA and Load Management and reports alarms to proper personnel. With direction of supervisory personnel operates SCADA and Load Management Equipment.
5. Understands and operates two-way radio, read system maps and diagrams, and communicates information to field personnel.
6. Coordinates service restoration activities. Duties will include recording time, location, and nature of trouble, relaying information to the appropriate personnel, documenting reporting status such as reporting and departing times, and updates outage records.
7. Monitors security and fire alarm systems and initiates response according to established policy and procedure.
8. Makes self available during major outages, and provides back-up as needed to other dispatchers.
9. Plans, prioritizes and coordinates orders based on crew assignments and distributes to crews for daily work.
10. Update computer databases with completed job orders, staking sheet, etc. and routes completed papers to proper departments.
11. Handles telephone calls and prioritizes orders as required for: all operations, engineering, construction and maintenance work including but not limited to security light, maintenance, tree trimming, back filling request, meter reseals, general service orders, service requests, outage and trouble calls, using independent judgment.
12. Responsible for coordinating all consumer and system requests for above orders and routes to proper department.
13. Prepares and performs clerical and administrative functions including but not limited to, Miss Utility forms, cut reports, staking sheets, fax information, job tracking updates, mapping changes and interruption reporting.
14. Responsible to support, maintain and / or update emergency procedure records to insure customers using various life support systems have service restored or are not disconnected to minimize the cooperatives liability.
15. Prepares monthly summary reports from daily truck reports.
16. Responsible for preparing forms and contacting the proper authorities and/or contractors as instructed by assigned supervisor regarding oil spills which meet the environmental

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requirements for reporting and clean up. Responsible for preparing forms and contacting proper authorities within the requirements of State and Federal Law, to insure the Cooperative is not in violation.

17. Assigns work order and job order numbers for miscellaneous work including broken poles, loop changes, or others as needed.
18. Performs other work of equal or lesser skill when required.

TRAINING

1. Besides the normal 30 day qualifying period, the new positions to have two 6 month qualifying periods (12 months total from date employee filled position)
2. Beginning rate - \$ 24.54, rate after qualifying first 6 months - \$25.54, rate after qualifying second 6 months - \$26.54.
3. Evaluation after 6 months (promote if qualified)
 - Must be able to demonstrate the following qualifiers at end of first 6 months:
 - a) Must be able to communicate via radio precisely and shall know and effectively use appropriate radio codes (10-4, 10-9, 10-100, etc).
 - b) Understand and use GIS mapping system effectively by locating member owner locations, pole locations, system devices, etc.
 - c) Know service areas, crew areas and where linemen are assigned at all times.
 - d) Shall be proficient and accurate in processing all types of data (electronic and paper) necessary for the successful operation of the position including the daily overtime report sheets.
 - e) Shall be conversant and knowledgeable in determining member-owner outages and complaints/needs and have a working understanding of CIS system and the generations and completion of orders.
 - f) Basic knowledge of SCADA, Miss Utility, Dig Track, and other operating systems as trained.
 - g) Know and understand the various types of DEC vehicles, their numbers and their capabilities(i.e. small bucket trucks, material handler bucket trucks, hot bucket trucks, digger derricks, etc)
 - h) Must have basic knowledge and demonstrate ability in the use of the outage management system.
 - i) Must have working knowledge of DEC policies and procedures for disconnecting and resetting of meters, fees and time periods.
 - j) Must demonstrate basic knowledge to accurately coordinate routine system work and non-routine system emergencies.
 - k) Must demonstrate ability to effectively communicate system outage information in a timely manner to supervisory personnel.
4. Second 6 month evaluation (promote if qualified) Must be able to demonstrate the ability to meet the following qualifiers at end of second 6 months:

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- a) Must successfully demonstrate that they have mastered all areas listed under first 6 months of qualifying.
 - b) Must demonstrate working knowledge and understanding of DEC substations, distribution circuits, transmission system, underground and overhead systems and be familiar with all associated equipment.
 - c) Must demonstrate ability to effectively access, interpret, and operate SCADA to identify and determine re-closer, substation, transmission and DP&L system outages. Shall be able to safely and accurately apply SCADA tags to system equipment.
 - d) Must demonstrate ability to safely and accurately access appropriate SCADA screens to determine loads and system imbalances.
 - e) Must demonstrate ability to read and operate AMR (Automatic Meter Reading) when necessary.
 - f) Must demonstrate ability to operate load control as directed.
 - g) Must demonstrate ability to accurately and efficiently assign daily work to crews and process operations paper work.
 - h) Must demonstrate the ability to work independently and without supervision under occasional stressful conditions during restoration events to restore service.
 - i) Must demonstrate the ability to safely, effectively and accurately manage and maintain the dispatching operation center independently.
5. DEC will detail qualification requirements of each qualifying step and share with employees when they enter the job or changes are made.
 6. DEC has the right to change and/or modify the qualifications as technology and needs change.
 7. DEC will solely and exclusively have the right to make final determination of the qualification and/or disqualification of the employee using existing procedures.

RELATIONSHIPS & CONTACTS

1. Internal - Internal relationships shall be maintained with all employees and directors from all departments to assure cooperation and coordination in all areas to achieve system reliability, customer satisfaction and the highest level of service according to the Cooperative's objectives and agreed upon results.
2. External - External job related contacts shall be maintained with member-consumers, other utilities and cooperatives, emergency operations and public safety personnel, electricians, consulting engineers, auditors, general public and public officials, federal, state and local agencies and rural electric organizations, and any other contact relating to Delaware Electric Cooperative business or property in a professional and courteous manner.

POSITION REQUIREMENTS

1. Education: Education equivalent to graduation from an accredited high school with

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additional business accounting experience or related courses.

2. Experience: A minimum five (5) years experience with Delaware Electric Cooperative in the E&O or Customer Service area or a related utility company or operation is required subject to review by departmental management.
3. Knowledge: Must have a working knowledge of typing and filing concepts, software systems, other office machine use and accounting. Telephone, radio, communication and computer skills are essential.
4. Must have an understanding of electrical operations, materials, equipment and work responsibilities of Delaware Electric Cooperative are helpful.

OTHER SKILLS & ABILITIES

Must be able to operate a basic computer keyboard, computer terminal, two-way radio, calculator and similar office machines, file data and correspondence and operate a telephone in a competent, professional manner. Must be able to interact successfully with employees, members and the general public at all times and under all conditions. Must have the ability to function in a stressful environment. Must be willing to work overtime as required to provide appropriate customer service levels in all weather conditions.

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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear; sit, stand and walk. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl.

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

WORK ENVIRONMENT

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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 occasionally works near moving mechanical parts. The noise level in the work environment is occasionally moderate.

SALARY

Exempt Status: This position is non-exempt from the overtime requirements of the Fair Labor

Standards Act, as amended. This position requires availability for emergencies, peak work loads, attendance at meetings, etc., at all times.

As specified for "Service Dispatch Coordinator" in Schedule "A" of agreement between Delaware Electric Cooperative, Inc. and Local 2201 IBEW, latest revision.