



Job Description

Position Title: Night-time Dispatcher

Date: March 19, 2024

Organization Unit: Macon Electric Cooperative

Department: Dispatch/Call Center

Reports To (Position Title): Operations Manager

Job Status: Non-Exempt

Position Summary:

This position will act as the primary liaison between the membership and Operations Department. He/she will display considerable skill in exercising independent judgement, speed and accuracy during outage situations. As a communication link to field personnel, this position is responsible for receiving and handling information regarding emergencies, outages and member calls.

Essential Job Responsibilities/Duties:

- Interacts with the Customer Information System, Outage Management System, Mapwise, Smarttrack, and Call Capture.
- Obtains directions and assignments from assigned supervisor and cooperates with them in performing the tasks assigned.
- Receives outage reports and takes necessary action to restore service as soon as possible.
- Assists crews and supervisors in determining the need for additional line personnel in emergency and storm situations.
- Maintains a log of system conditions, clearances, hot line orders, radio communications, breaker operations and all pertinent conditions.
- Maintains up to date outage, lock-out/tag-out and communication logs.
- Completes necessary paperwork with legible handwriting and proper grammar.
- Monitors security cameras to ensure the safety of MEC personnel and property.
- Carries out scheduled and emergency switching procedures.
- Completes special projects as assigned.
- Notifies supervisor of major outages or other problems requiring special attention.
- Assists in compiling reports and other data as required.
- Communicates with power suppliers and other utilities when necessary.
- Learns and maintains a working knowledge of the Cooperative policies and procedures.
- Learns and maintains a working knowledge of all services provided by the Cooperative.
- Attends monthly safety meetings.
- Performs other duties as assigned.

Position Abilities & Skills:

- Knowledge or experience in basic electricity.
- Must possess excellent oral, written and interpersonal skills.
- Must portray excellent customer service skills.
- Must be able to distinguish differences between colors.
- Must have the ability to hear pertinent conversations and radio traffic in an active control room environment.
- Must be able to give directions.
- Must have the ability to communicate with both employees and membership to resolve problems.

Position Qualifications:

- High School Diploma or GED

Physical Demands:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities (some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees). Requires physical ability in reaching, stooping, standing, walking, lifting, must be able to lift small objects with the fingers, grasping, talking, hearing, repetitive operations, and defined sedentary work. Visual acuity required with administrative machine operation.

Working Conditions:

- Majority of the duties performed inside under normal office conditions.
- Hours may fluctuate.
- Some overnight travel and/or air travel required for conferences and training.
- This position is safety sensitive and employee must be able to comply with co-op's safety policies, procedures, rules and regulations.
- Speak clearly and listen carefully; manual dexterity and visual acuity required to perform duties of this job.
- The employee is required to stand, climb stairs, walk and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, peripheral vision and ability to adjust focus.

This position will report 6:00 p.m. to 6:00 a.m., days varying. Shifts will include weekends and holidays.

Other Duties:

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time or without notice. This position description is not deemed an employment contract and does not waive the employment at-will doctrine governed by the state of Missouri.

Failure to fulfill the requirements of this position description, changes in economic conditions, changes in operational policies or procedures, and/or other conditions or reasons may result in the elimination of this position and/or employee termination.

Employee Signature

Date