

The rate of pay for this position is 14.89 per hour.

DISPATCH OPERATOR
HOUSTON COUNTY ELECTRIC COOPERATIVE, INC. - CROCKETT, TX
Position Responsibility Guide

1 POSITION FUNCTION SUMMARY:

Responsible for dispatching services, answering telephones and directing calls as necessary, answering member questions, inputting member data and information into appropriate systems, monitoring headquarters and grounds after business hours. Must be able to communicate efficiently, calmly, clearly, and courteously whether verbally, over the phone, over the radio (in accordance with FCC and Cooperative Policy), or through email. Applications must be able to handle multiple tasks at once in a fast-paced and high-pressure situation.

2 PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES:

Within the limits of approved board policies, operating guides and procedures the Dispatch Operator assumes responsibility for the following activities:

- (a) Dispatches connects, disconnects, job orders, meter readings, non-payments, payments and etc., to the appropriate person.
- (b) Answer incoming calls and provides reliable information to members with regards to outages, security lights, right of way, trees, and service orders.
- (c) Receives distribution cooperative outage reports. Takes necessary action to restore service as soon as possible observing all safety rules as required.
- (d) Operates base station radio in accordance with F.C.C. rules and regulations and Houston County Cooperative radio procedures.
- (e) Performs dispatching functions in accordance with Houston County Electric Coop procedures for emergency and May-Day calls.
- (f) Handle payments for members and restore service to members making payments that have been disconnected for non-payment within the authority given by the HCEC's policies and procedures and/or Office Manager or Customer Service Representative in charge of the disconnect.
- (g) Keeps accurate record of off for non-payment and re-connects made during the shift. Expeditiously obtains or relays information to the departments as required.
- (h) Notifies Line Superintendent, Operations Supervisor, and/or Dispatch Supervisor when outages become severe in number and/or other problems that require additional help.
- (i) Is available for dispatching in emergency situations such as wide spread outages.
- (j) Performs duties on a shift basis as assigned which may include filing, sorting and organizing records.
- (k) Records planned outages for safety and informational purposes.
- (l) Other duties as required or assigned.

3 EDUCATION AND EXPERIENCE

High school diploma and computer skills as needed to perform this job position. Must have administrative, office, and good communication skills.

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4 KNOWLEDGE, SKILLS AND ABILITIES

Ability to operate a computer using Microsoft and proprietary applications is required. Must be willing to learn and adapt to new technologies.

5 PERSONAL CHARACTERISTICS

Personal characteristics to include: a team player, high integrity, good personal habits, regular work attendance, attention to detail, courteous and friendly, able to work well with diverse groups of people, and gain and maintain respect of others, both inside and outside the Cooperative. Expects change both internal and external and adapts positively. Seeks more efficient and effective ways to carry out responsibilities.

6 REPORTING RELATIONSHIPS:

The Dispatch Operator will report to the Dispatch Supervisor.

7 POSITION SPECIFICATIONS:

Fair Labor Standards Act Provisions

This position is non-exempt under the provisions of the Fair Labor Standards Act and is subject to the Cooperative's policies and procedures pertaining to overtime hours and premium pay.

8 WORKING CONDITIONS/PHYSICAL REQUIREMENTS

This position will require extended periods of sitting at a desk, working on a computer and talking on the phone. This position requires shift work with rotating schedules including nights and weekends. The position will have constant interaction with the public. Emergency situations could involve long and unusual work hours in the office in inclement weather conditions.