

NOLIN RECC - JOB DESCRIPTIONS

Operations Department

TITLE: DISPATCHER, Hourly
REPORTS TO: Lead Dispatcher
SUPERVISES: None

OBJECTIVE

Provides constant SCADA surveillance and remedy actions, dispatches line personnel, and monitors the security of Nolin RECC premises and property.

RESPONSIBILITIES

1. Responsible for gathering and documenting information on all outages and momentary interruptions of power.
2. Responsible for dispatching appropriate crews to areas of repetitive momentary interruptions.
3. Maintains communication with line crews to be aware of crew location and work operations.
4. Dispatches personnel for service connects and disconnects.
5. Receives and dispatches radio messages as necessary and maintains radio log.
6. Receives member calls regarding outages or service problems, completes necessary reports, and dispatches appropriate personnel.
7. Operates computer terminal to provide accurate names, map locations, and problems for outage reports.
8. Assists in responding to consumer's engineering questions (day shift).
9. Coordinates transmission line switching and substation outage restoration with EKP Dispatcher.
10. Coordinates line switching and outage restoration with LGE/KU and Ft. Knox personnel as needed.
11. Performs all aspects of shared service dispatch operations for Salt River Electric.
12. Maintains good public relations in all contacts with the public.
13. Monitors facility security system and follows procedures for emergencies.
14. Informs Supervisor of emergency needs and abides by accident reporting procedures.
15. Works according to Nolin RECC safety and driving guidelines, is responsible for own safety, and reports all accidents immediately.

AMENDED: 03/16
01/19
04/19
07/19
01/22

APPROVED: MANAGER OPERATIONS

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DISPATCHER

JOB SPECIFICATIONS

**EDUCATION/
EXPERIENCE:** Five years of experience at an electric utility preferred.

KNOWLEDGE: Understands line work nomenclature and jargon to aid in effective communication with field personnel.
Maintains extensive knowledge of transmission and distribution system configuration.
Maintains SCADA/computer skills to access computerized data quickly & efficiently.
Must be able to read and interpret Nolin RECC maps using the GIS system.
Understands Nolin RECC safety and driving guidelines.
Understands departmental relationships and functions and workflow between areas and departments.

CONTACTS: Maintains a courteous and cooperative relationship with employees and the public.
Internal: daily positive interface with employees at all levels within the Cooperative.
External: daily - consumers (outages, downed power lines, blinking lights, general information, engineering questions, etc.).
Periodic – EKP (major outages or storms, SCADA issues), NISC (technical support), police/fire departments/911 dispatch (emergency situations).

**ABILITIES
AND SKILLS:** Must have the ability to use office equipment efficiently and effectively to operate SCADA system, radio system, as well as NISC IVUE workflow applications.
Must retain a calm and collected demeanor during problematic or stressful situations. Maintains mental and emotional organization at all times.
Must be able to write clearly/effectively and have the ability to explain cooperative policies, procedures, and other pertinent information to the members.
Maintains a positive, professional demeanor.
Provides timely response to questions with accuracy.
Must be able to react quickly in the event of hostile and emergency situations.
Works in a team environment and thinks independently.

**WORKING
CONDITIONS:** Inside office environment.
Night Shift: Work is scheduled in twelve-hour shifts; therefore, must be able to work flexible hours that will encompass late evening to early morning hours, weekends and holidays; as such, must be self-supportive in all business aspects and perform duties without direct supervision.
Day Shift: Work is scheduled as four ten-hour days per week. Coverage of twelve-hour shifts, weekends and holidays may be required.

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DISPATCHER

JOB SPECIFICATIONS, continued

OTHER: Must possess a valid driver's license (subject to periodic, reasonable cause, post-accident, and random drug/alcohol testing).
May be asked to attend training courses relating to the position and the cooperative industry that may require overnight travel.
First Aid and CPR certification required.

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