

JOB DESCRIPTION
GREENEVILLE ENERGY AUTHORITY

POSITION: Night Dispatcher-Full Time

Reports to: Dispatch Supervisor
Date:
Approved by: Dispatch Supervisor

Department: Dispatch
FLSA: Status: Non-Exempt
Pay Status: Hourly

SUMMARY OF DUTIES AND RESPONSIBILITIES

- Normal working hours are a combination of the following shifts for a total of 40 Hours.
 - (1) 24 Hour Shift, Saturday, or Sunday, 6:30 a.m. – 6:30 a.m.
 - (2) 8 Hour Shift: Either 2:30 p.m. – 10:30 p.m. or 10:30 p.m. – 6:30 a.m. (Mon-Fri)
- Holidays will be a 12 or 24 hour shift.
- All 16 or 24 hour shifts will be paid REGULAR TIME, NOT OVERTIME. (This is an exception to our Policy Manual Section 12.16)
- Responsible for answering the telephone and radio.
- Keeps up with orders printed from main office, making sure Workflow is updated in CIS Service Order System and assigned to proper Department.
- Updates orders when approved by the State and Building Inspector.
- Enter Security Light Maintenance Orders into the system as required by customers.
- Enter any other type of Maintenance Orders into the system as deemed necessary after conversation with customers.
- In case of emergency at night, direct the Standby Service Crew to the trouble and notify Standby Supervisor if more help is needed.
- Contacts Dispatch Supervisor if more help is required for answering the phone in emergency situations.
- Does require Scanning and Filing of Service orders.
- Types trouble calls into OMS (Outage Management System) during light out situations.
- Uses IVUE/CIS (Customer information system) for looking up customer information and checking for outstanding service orders.
- Operates the SCADA system (Supervisory control and data acquisition system) and does SCADA Operations as requested by Lineman or Switching Supervisors.
- Make sure all gates are shut, doors locked, and alarm system is on.

REQUIRED OPERATION OF EQUIPMENT / OFFICE MACHINES

- Proficient with computer systems and software
- Microsoft programs (Word and Excel)

MINIMUM EDUCATION REQUIREMENTS

- High School Diploma or GED

SPECIAL SKILLS AND TRAINING REQUIRED

- Ability to work well with the public and other employees
- Ability to work in a team-oriented environment
- Willing to work overtime when necessary

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- Prolonged periods of sitting
- Frequent use of computers and office equipment
- Occasionally lifting and/or move up to 25 lbs.

SUPERVISORY RESPONSIBILITIES

- No direct supervisory responsibilities

FREQUENCY AND NATURE OF BUSINESS CONTACTS

- Minimal but as required in performance of duty.

ADDITIONAL NOTES

- Perform any other tasks as assigned or required to maintain the flow of work.
 - Meet schedules and achieve objectives of GEA in meeting the needs of our customers.
-

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

PRESIDENT & CEO