



CITY OF ALCOA
2nd Shift Electric Dispatcher

The 2nd Shift Electric Dispatcher is responsible for the monitoring and safe operation of the Electric Department's distribution and sub-transmission power systems, through a combination of operational software. Work is performed under the general supervision of the Electric Services Supervisor. Scheduled work hours are Monday – Friday, 2:00pm – 10:30pm.

***Candidate selected for this position will be required to work in the dispatch standby rotation after training is completed. Standby rotation occurs every 7-8 weeks. Hours will be from 10:00p.m. – 6:30a.m. beginning on Thursday through the following Wednesday AND 24/7 Saturdays and Sundays.

ESSENTIAL DUTIES PERFORMED

- Triages electric outages via the Outage Management System and dispatches electric personnel accordingly;
- Provides outage restoration status updates to fellow City staff and customers;
- Sufficient operation of SCADA to provide support to Electric line crews and engineers;
- Assist Dispatch Coordinator in scheduling weekly service crew work for disconnecting / connecting new service requests for customers;
- Receives and processes customer inquiries, requests and complaints;
- Advises customers by phone on billing, collection and service procedures;
- Maintains accurate outage records by inputting proper cause codes in OMS when closing an outage;
- Routinely prepares various outage reports, graphs, and reliability indicators;
- Communicates with personnel in the field by two-way radio;
- Assists supervisor(s) in miscellaneous data collection and input;
- Serves standby duty and subject to call-in during outages and emergencies;
- Must report to work as scheduled and on time.

OTHER DUTIES PERFORMED

- Maintains central filing system;
- May perform limited janitorial activities including building maintenance items;
- Covers other shifts as assigned;
- Performs related work as required;
- Serves as a member of various employee teams.

MINIMUM EDUCATION REQUIREMENTS

- Graduation from high school or equivalent;
- Post high school academic work in business, engineering or computer would be helpful;
- Three-to-five (3 to 5) years experience in utility call handling, dispatching, or collection and customer service operation.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- General knowledge of electric distribution system fundamentals;
- Extensive knowledge of major roads, landmarks and geographical boundaries of the Electric Department's system territory;
- Knowledge, skill, and ability to use outage management software (OMS), automated call handling systems (IVR), and SCADA;
- Ability to maintain varied and technical records and filing systems and prepare reports;
- Knowledge of customer service, connect, disconnect and service charge procedures;
- Working knowledge of standard office management practices, procedures and equipment;
- General knowledge of billing, collecting procedures;
- Ability to understand and follow oral and written directions and to establish and follow detailed work procedures;
- Ability to establish and maintain effective working relationships with others;
- Skill to deliver exceptional customer service;
- Ability to use computer work station for office applications;
- Ability to work under stressful situations during outages;
- Ability to communicate exceptionally orally and in writing in a clear, concise manner with attention to detail and to handle multiple tasks simultaneously;

SPECIAL REQUIREMENTS

- Ability to complete TVPPA's System Operator certificate program within 5 years

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Continuous sitting, grasping with one or both hands, fine manipulation with one or both hands; occasional standing, walking, bending, and stooping.

The employee must occasionally lift, move, push or pull from 25 to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The noise level in the work environment is usually quiet.

The duties described in this job description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not excuse them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.