

## Job Description

## Decatur Utilities

|                            |   |
|----------------------------|---|
| <b>Job Title:</b>          | <b>Dispatch Operator I</b>                      |
| <b>Work Group:</b>         | Dispatch  |
| <b>Reports To:</b>         | Substation, Measurement and Dispatch Supervisor |
| <b>FLSA Status:</b>        | Non-Exempt                                      |
| <b>Pay Grade:</b>          | 7   |
| <b>Residency Required:</b> | Yes   |
| <b>Work Location:</b>      | Main Office – 1002 Central Parkway SW           |
| <b>Last Revision:</b>      | August 2012                                     |

---

### SUMMARY

Maintains central communication link with DU customers by dispatching employees for normal maintenance or emergency repairs to utility systems and related equipment by performing the following duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*A commitment to safety, providing reliable utility services, protecting public health and providing excellent customer service are the responsibilities of all job positions at Decatur Utilities. We believe that teamwork, open communication, honesty, integrity, fairness, diversity and respect for each other are essential traits to perform all job duties.*

- Receives and dispatches utility trouble calls and assists in the restoration of utility service to the general public.
- Enters individual trouble calls for residential, commercial and industrial customers in OMS, maintains the outage database, tracks service restoration efforts, sets service restoration priorities and assigns crews to specific trouble areas. Follows up with customers to ensure service has been restored.
- Reports significant outage information to Management and the Board of Directors as required.
- Enters reported street light and security light failures and generates service orders for repairs to appropriate DU employee for correction. Enters completed repairs in the database for tracking and reporting purposes.
- Maintains utility infrastructure and outage databases for GIS and OMS applications. Runs GIS and OMS reports and applications interfaces as needed. Identifies and corrects data exceptions to ensure accuracy and consistency.
- Maintains utility infrastructure on system wall maps and charts to ensure accuracy and consistency.
- Communicates adverse weather conditions to employees.
- Monitors in-house security systems for DU facilities.
- Maintains safety log-in sheet for Plants and Main Office employees on appropriate shifts.
- Monitors and assists with authorized access to DU training facilities.
- Monitors gas and electric SCADA workstations.
- Operates and maintains office standby power source.
- Writes electric system switching instructions under supervision of Dispatch Operator II.
- Coordinates the restoration of commercial and industrial outages.
- Implements DU Emergency Load Curtailment Plan when instructed by TVA.
- Assists in updating and implementing DU Emergency Response Plan as directed.

### SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE**

High School diploma or GED and a minimum of 2-4 years work-related experience. Progression to Dispatch Operator II requires 9 hours of core electrical college level classes that can be obtained at Calhoun Community College (ELT 108 - DC Fundamentals, ELT 109 - AC Fundamentals and ELT 104 - Distribution Systems). Coursework is voluntary and will be paid under DU's college tuition reimbursement policy. **Must** complete and score at least a 4 on the following WorkKeys Assessments: Applied Math, Locating for Information and Reading for Information, and score a 5 for Observation.

**COMMUNICATION SKILLS**

Ability to read and comprehend instructions, short correspondence, memos, work order drawings, one-line diagrams and schematics. Ability to prepare reports and routine business correspondence. Ability to effectively communicate one-on-one with customers, co-workers and supervisors via telephone and two-way radio.

**COMPUTER SKILLS**

Proficient in Microsoft Office Suite (Microsoft Outlook, Word, Access & Excel) and GIS and OMS applications as required to perform job tasks. This includes using software applications for email, word processing, database tracking and spreadsheet applications and using Internet Explorer to navigate online Employee Self Serve webpage for personal payroll, benefit and employee information.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions, percentages and decimals. Ability to apply concepts of basic algebra and geometry such as area, circumference and volume to practical business situations.

**REASONING/COMPLEXITY**

Ability to apply some judgement to carry out detailed and well-established procedures and methods such as completing detailed forms and recording complex data.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

Job requires sitting the majority of time; must be able to hear and talk; must be able to use hands and fingers to navigate computer keyboard. Job occasionally requires stooping or bending and some very light lifting up to 25 pounds. Frequently required to climb ladder and balance to work wall maps. Work generally is an office environment with no major source of discomfort. The noise level is generally quiet to moderate. Must be able to work alone and handle stress related to emergency situations.

**CERTIFICATES, LICENSES, TRAINING**

Valid Alabama Driver's License, Customer Service Skills and applicable safety training as scheduled. Progression to Dispatch Operator II requires 9 hours of college coursework (see Education and/or Work Experience above) and completion of in-house dispatch training and ability to write switching orders unassisted.

**OTHER REQUIREMENTS**

Available to work scheduled and unscheduled times to accommodate work demands and emergency situations (this includes weekends, shift work and holidays); must be knowledgeable of DU service area and city services and able to work alone and react appropriately to routine outages and emergency situations; maintain professional business appearance and image during normal business hours; subject to random drug testing and driver's license checks; and perform all job tasks in a safe and professional manner.

|                           |               |
|---------------------------|---------------|
| Approved By: Glenn Boyles | Date: 1/11/13 |
|---------------------------|---------------|

*Original on File in Human Resources*

Z:\Customer Service\Joe Transfer\Docs\General\HR Job Postings\Jan 2020\Dispatch Operator I.docx