

DISPATCHER

Mountrail-Williams Electric Cooperative

1 JOB FUNCTIONS

Functions include, but are not limited to, possessing considerable skill in exercising independent judgment and working in emergency situations with speed and accuracy. Must have the ability to understand/interpret oral and written instructions. Must demonstrate acceptable telephone and radio voice projection with good enunciation. Must have calm, steady bearing with courteous telephone manners. Must demonstrate an ability to accurately input data into a PC terminal. Must complete Bismarck State College's Electrical Transmission Systems Technology Degree.

2 PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES

- a) Dispatches, with direction, MWEC crews and provides them with pertinent information needed to keep the Cooperative system in the best possible condition.
- b) Dispatches line crews during widespread outages for extended periods of time in coordination with the Operations Manager to direct crews to outage locations.
- c) Assists in compiling reports and other data as required.
- d) Keeps familiar with all company policies.
- e) Maintains a general knowledge of all related electrical services provided by the cooperative.
- f) Issues switching orders on request from field.
- g) Coordinates switching with interconnecting utilities.
- h) Reports all pertinent system disturbance and activities to their supervisor.
- i) Has thorough knowledge of A.C. & D.C. equipment including storage batteries, transformers, transformer operations, distribution, and power transformers.
- j) Attends dispatcher safety/training meetings.
- k) Maintains a chronological log of system conditions, clearances, hot line orders, radio communications, breaker operations, and all pertinent conditions.
- l) Receives distribution cooperative outage reports. Takes necessary action to restore service as soon as possible observing all safety rules as required.
- m) Exercises control over the entire power system utilizing analog and digital telemetry data and operates remote equipment by supervisory control via computer interface to the remote station.
- n) Monitors voltage levels, power flows and supervisory equipment on a constant basis to ensure proper operation of equipment and reliable service conditions.
- o) Keeps the backup dispatch center up to date regarding workers unavailable for calls after hours to provide efficient call-out of line workers.
- p) Shows willingness to participate in continuing education.
- q) Assists with the Annual Meeting as directed.
- r) Takes control of outage situations.

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- s) Operates within safety rules as prescribed by policy and all accepted state and federal standards.
- t) Maintains contact with and provides information as necessary with cooperative personnel through the communication system.
- u) Provides customer service through connects, disconnects and general information to assist customers with minor electrical concerns.
- v) Assists with disconnects for non-payment.
- w) Assists member-service department by setting appointments for staking technicians.
- x) Sets up new accounts, changes map locations as needed to update system, and keypunches other information as needed.
- y) Provides customer service as needed and appropriate, manages assigned key customer accounts through regular direct contact to ensure customer satisfaction and on-going communication.
- z) Promotes electric use by taking every opportunity to acquaint the consumers with the productive uses of electricity; obtaining increased member and public understanding of the Cooperative's objectives, plans and programs, and of rural electrification in general.
- aa) Enhances a safe work environment and uses personal experience and knowledge as well as available resources to compose and execute logical and coherent orders to provide resolution of problems or outages on the electric distribution system. Within the parameters dictated by managers, Cooperative policy and applicable state and federal regulations and other regulatory requirements, this position has significant autonomy and latitude to identify and solve problems and make decisions necessary to manage the operation of the position.
- bb) Establishes priorities and work without close supervision.
- cc) Problem solves.
- dd) Communicates effectively by telephone, radio, or in person with Cooperative staff, Board Members, and general public.
- ee) Handles confidential information.
- ff) Has computer application skills.
- ii) Has Interpersonal skills.
- jj) Is a team player.
- kk) Works independently and be a self-starter.
- ll) Works under critical time deadlines and pressures.
- mm) Understands directives, policies, procedures, administrative handbooks, and similar materials.
- nn) Applies, reads, understands, and reviews control schematics, wiring diagram blueprints and substation drawings and inspections.
- oo) Prepares or assists in the writing of correspondence, reports, completing forms and related documents.
- pp) Reacts, reports, and responds, as necessary, to HVAC alarms.

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- qq) Monitors, reacts, and reports, as necessary, to any security issues including camera and door alarms.
- rr) Performs nightly building inspections and reports on maintenance issues requiring attention.
- ss) Performs any other duties assigned in order to fulfill the objective of the Cooperative.

3 WORKING RELATIONSHIPS

a) DEPARTMENT

Operations. This department is responsible for the physical equipment and plant involved in safely and efficiently distributing electricity to each member consumer. This includes construction and maintenance of electric distribution equipment & facilities. Resolving emergency/ hazardous conditions, resolving consumer trouble calls, and developing system upgrades for system. There are also contacts with the power supplier, consulting engineers and other people involved in the utility business.

b) REPORTING RELATIONSHIPS

The Dispatcher has no supervisory authority over the MWEC Operations Department staff, but may retain functional authority over specific projects or areas of responsibility as specified in this position description or otherwise delegated by the Coop's Operations or General Manager.

c) COORDINATES OR COOPERATES WITH

(1) Internal

- (i) Lead Dispatcher – Reports directly to this individual for all day-to-day functions, issues within the department and work schedule matters.
- (ii) Division and Operations Manager - Requests advice and assistance and confers on operational and personnel problems; provides advice, assistance and information on employee development, work planning, policy planning, and other areas as assigned.
- (iii) Managers & Supervisors – Works with all department managers and supervisors to coordinate MWEC'S electrical requirements. Exchanges information and job experiences that would be mutually beneficial to each functional area within the Cooperative.
- (iv) Other Employees - Maintains harmonious, courteous, and understanding relationships, while fostering a collaborative teamwork environment.

(2) External

- (i) Members – Establishes the recognition and acceptance of ownership benefits and responsibility to encourage and promote the effective and efficient use of electric energy. Provides helpful, courteous assistance and service.
- (ii) General Public - Presents a friendly, courteous image for the Cooperative.

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- (iii) Power Companies and Other Cooperatives – Exchanges information that would be mutually beneficial and to maintain good working relationships, particularly with power supplier's dispatch and control center.
- (iv) Legal and Regulatory Agencies - Maintains professional relationships with agencies and organizations involved in safety and other applicable regulations.

4 AUTHORITIES AND ACCOUNTABILITIES

a) GENERAL AUTHORITY

This position has responsibility that is routine involving the same or similar activities. Work may be varied; problems are moderate, and methods and procedures are defined and judgment is required to apply them to work. This position has limited authority through the Lead Dispatcher, Division Manager and Operations Manager to make decisions that may have a moderate impact on Cooperative operations. Uses initiative and judgment in making routine decisions on operations. Recognizes the need to understand that the Cooperative's best interests can be directly affected by his/her actions. The Dispatcher shall secure approval of the Lead Dispatcher, Division Manager and/or Operations Manager in making decisions when policies are not clear or adequate or require interpretation.

5 PERSONAL REQUIREMENTS OF POSITION

a) EDUCATION AND EXPERIENCE

High school diploma and computer skills as needed to perform this job position. Must have administrative, office, and good communication skills. The incumbent must be willing to acquire experience in progressively more responsible positions during which the skills and abilities to perform all the position's essential functions and duties have been amply demonstrated at a consistently competent level.

b) KNOWLEDGE AND SKILLS

This position requires knowledge or experience in basic electricity, print reading and distribution operation. Work experience in this field is preferred. Must be able to distinguish differences between colors. Must have the ability to hear pertinent conversations and radio traffic in an active control room environment. Must be able to function adequately in a rotating shift working environment. Must be able to give directions and work with other employees as assigned. Must have the ability to communicate with employees and the public and work with people to solve problems as required. Ability to project a favorable image for the Cooperative.

c) PERSONAL CHARACTERISTICS

Performs the essential functions and elements of this position competently, following an initial orientation period. Personal characteristics to include: a team player, high integrity, good personal habits, regular work attendance, 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.

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6 PHYSICAL CHARACTERISTICS/WORKING CONDITIONS

Work is varied and a person in this position has sufficient time to complete most tasks without a feeling of pressure. There are frequent opportunities to relax from any physical exertion or to change position in work activities.

a) PHYSICAL EFFORT AND DEXTERITY

Some physical activity, to include walking, stooping, bending and frequent lifting up to 25 pounds. Some climbing, kneeling, reaching, stooping, crawling, pushing, and working in awkward positions and enclosed spaces.

b) MACHINE, TOOLS, EQUIPMENT

Required to use computer and accessories, communication equipment, and office machines.

c) VISUAL ACUITY, HEARING, SPEAKING

Must be able to communicate clearly and accurately for work and safety compliance in an office work environment. Visual color discrimination is required to differentiate wire and part colors.

d) ENVIRONMENTAL/WORKING CONDITIONS

Work is mostly inside, and the position may require travel throughout the service area. Individuals must be able to workday, night, and swing shifts as the Dispatch department operates 24 hours a day, 7 days a week, 365 days of the year. Individuals may be called to work outside their normally scheduled working hours during times of extreme outages or crisis situations within the MWEC service area.

7 DISCLAIMER:

- a) This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.
- b) MWEC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities.

Approved by: Matt Glueckert

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Reviewed/Amended by: Steve Peterson

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