

# DISPATCHER

## Mountrail-Williams Electric Cooperative

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### JOB OBJECTIVE

The primary responsibility of this position is operating and monitoring the cooperative's electric power system for safe and reliable electrical service to MWEC's members. This includes interpreting data to recognize abnormal system conditions and assist with the safe and timely restoration.

### DUTIES & RESPONSIBILITIES

- Monitors voltage levels, power flows, current loading and statuses of remote equipment on MWEC's system using supervisory control and data acquisition software (SCADA). Also uses SCADA to control devices on the MWEC distribution system and to a lesser extent, the transmission system
- Recognizes and communicates abnormal system conditions to appropriate field personnel and when necessary, to supervisors and management
- Receives distribution outage notifications and takes necessary action to restore service as soon as possible while observing all safety rules as required
- Interprets data to assist in troubleshooting
- Writes, evaluates, directs and performs switching orders to make changes to the electrical system. Effectively communicates with MWEC field crews, power suppliers, transmission operators, neighboring utilities, or other entities involved in or affected by the switching
- Monitors security cameras and doors on MWEC property and reports suspicious activity to their supervisor or the Security Department
- Assists with disconnects for non-payment and reconnects
- Communicates power outage and planned power outage information to members. Assists members with minor electrical concerns
- Maintains the outage management system and SCADA maps to accurately reflect the electrical system
- Communicates with after-hours call center about outages and customer concerns. Keeps them informed regarding on-call line crews, phone and radio issues, and other information to assist with after-hours operations
- Maintains a chronological log of switching orders and substation entries
- Assists with the Annual Meeting as directed
- Maintains a general knowledge of the cooperative's electrical system
- Handles confidential information
- Operates within safety rules as prescribed by policy and all accepted state and federal standards
- Supports the cooperative's policies, procedures, and practices

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- Shows willingness to participate in continuing education and training that sometimes includes travel
- Compiles and provides necessary reports, completed forms, and other documents as requested
- Attends related safety meetings, training, and company meetings
- Works under critical time deadlines and pressures
- Performs any other duties assigned to fulfill the objective of the Cooperative

### WORKING RELATIONSHIPS

- Reports to: Lead Dispatcher
- Direct Supervision: this position has no supervisory authority over MWEC 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
- Department: Operations

### QUALIFICATIONS

- EDUCATION
  - High school diploma or equivalent required
  - Completion of an approved Power Systems/Electrical program through a reputable college or trade school preferred. Bismarck State College's Electrical Transmission Systems Technology Degree will be required within 3 years of hire date as needed
- EXPERIENCE
  - Work experience in the power systems industry is preferred
  - Work in the electrical industry or with SCADA systems is beneficial
- KNOWLEDGE AND SKILLS
  - This position requires knowledge or experience in basic electricity, print reading, and power system operations. Must be proficient in the use of computers. Must have good organizational and communication skills.
- PERSONAL CHARACTERISTICS
  - Performs the essential functions and elements of this position competently, following an initial orientation period. Personal characteristics to include: detail oriented, a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, able to perform under pressure

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### PHYSICAL REQUIREMENTS

- Must have the ability to communicate effectively by telephone, radio, and in person in an active control room environment
- Must be able to interpret and perform written and oral instructions
- Must be able to distinguish differences between colors
- Must be able to operate a computer, telephone, radio, and other office equipment
- Physical activity is typically low but occasionally includes walking, stooping, bending and lifting up to 25 pounds

### WORKING CONDITIONS

- Work is nearly all indoors, and 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 MVEC service area

### DISCLAIMER:

- 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
- MVEC 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

Date: 2021

Reviewed/Amended by: Steve Peterson

Date: 2023, 2025