

**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 are 24 hour shifts.
- 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
- Types Security Light Maintenance Orders as required by customers
- Types any other type of Maintenance Order as deemed necessary after conversation with customers
- In case of emergency at night, directs the Standby Service Crew to the trouble and notifies 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, door locked, and alarm system is on

REQUIRED OPERATION OF EQUIPMENT / OFFICE MACHINES

- Computer literate
- Microsoft programs (Word and Excel)

MINIMUM EDUCATION REQUIREMENTS

- High School Diploma or GED

SPECIAL SKILLS AND TRAINING REQUIRED

- Must be able to work well with the public and other employees
- Must be able to work in a team-oriented environment
- Must be willing to work overtime when necessary

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- Normal office environment

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
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EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

PRESIDENT & CEO