

# CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

## POSITION DESCRIPTION

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| <b>JOB TITLE:</b> Dispatcher/Radio Operator                                                                                                                                                                                                                                                                                               | <b>FLSA STATUS:</b> Non-Exempt                                                                                                                                                                                                                                           |
| <b>REPORTS TO:</b> Dispatch Supervisor                                                                                                                                                                                                                                                                                                    | <b>Bargaining Unit Position</b>                                                                                                                                                                                                                                          |
| <b>DEPARTMENT:</b> Member Services                                                                                                                                                                                                                                                                                                        | <b>LOCATION:</b> Moriarty                                                                                                                                                                                                                                                |
| <b>APPROVED BY:</b> <u><i>Alice A. Hennessy</i></u><br><div style="text-align: center; font-size: small;"><i>Department Head</i></div><br><u><i>Mall</i></u><br><div style="text-align: center; font-size: small;">CEO</div><br><u><i>Scott J. Gonsky</i></u><br><div style="text-align: center; font-size: small;">Human Resources</div> | <u><i>08/02/2018</i></u><br><div style="text-align: right; font-size: small;">Date</div><br><u><i>8.6.18</i></u><br><div style="text-align: right; font-size: small;">Date</div><br><u><i>8/2/18</i></u><br><div style="text-align: right; font-size: small;">Date</div> |

### **Job Summary**

Under the direction of the Dispatch Supervisor, the Dispatcher is responsible for providing quality outage assistance services to members and consumers through radio and telephone communication systems. This position shall promote good public relations with all consumers and members by effectively communicating the operations of the cooperative. The Dispatcher is also responsible for accurately maintaining customer accounts and responding to customer complaints and service problems.

### **Essential Duties and Responsibilities**

- Responsible for making lineman safety a priority above all else.
- Documents and reports all outages for cooperatives in Dispatch Outage Assistance Program.
- Communicates all outages to the linemen.
- Responsible for safe and efficient radio communications. Acts as dispatcher for all cooperatives enrolled in program.
- Generates and distributes outage reports to cooperatives enrolled in program.
- Maintains filing system as directed.
- Data entry and processing as required.
- Typing and/or tracking of records and reports as directed.
- Receives mail payments and posts payments to accounts.
- Responsible for answering all outage calls.
- Must be constantly aware of confidentiality of information handled as dispatcher and be certain that it is kept confidential.
- Prepares cut-off service orders.
- Prepares and distributes hand deliver lists and notices.
- Performs other miscellaneous job duties as assigned.

### **Minimum Qualifications**

- A high school diploma or GED is required. Two (2) years customer service experience preferred. Basic knowledge of electricity a plus. Requires demonstrated abilities and skills

operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, Word, and Access.

### **Knowledge, Skills and Abilities**

- Skills in answering multi-line phone systems and ability to talk on radio systems.
- Basic knowledge of electricity.
- Must become familiar with CNMEC policies and procedures, the Cooperative's service territory and PRC regulations.
- Must have the ability to communicate with consumers and other employees with respect and tact, and deal with diverse groups of people.
- Must be able to take directions on a variety of projects simultaneously and meet established deadlines.
- Must be able to function in a high stress environment and respond quickly, calmly, and efficiently in emergency situations.
- Must project a favorable image of the Cooperative.

### **Working Conditions and Physical Effort**

Work is varied and a person in this position has sufficient time to complete most tasks with varied degrees of pressure. There are frequent opportunities to relax from any physical exertion or to change position in work activities.

**Physical Effort and Dexterity:** Spends majority of time sitting and operating communications equipment and computer terminals.

**Machines, Tools, Equipment required to be operated:** Capable of using computer terminals and general office equipment including fax machines, cash registers, copiers and other machines as necessary. Must also be capable of operating telephone and radio switchboards to answer and make calls.

**Visual Acuity, Hearing, and Speaking:** Comfortable in speaking on the telephone and the radio. Must be able to communicate clearly and accurately for work and safety compliance.

**Environment/Working Conditions:** Work is inside office. Normal office work safety precautions and practices are required. The Outage Center maintains coverage twenty-four hours a day, three hundred sixty-five days a year.

*Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.*