

## Great Lakes Energy - Job Description

### Dispatcher

**Department:** Operations  
**Reports To:** Supervisor, Dispatch

**Last Updated:** 05/05/2020

**Classifications:**

<input type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input checked="" type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

**Supervises:** n/a

*Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.*

*GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.*

*Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.*

**Position Summary:**

Interpret and dispatch information to field crews in support of electric distribution system operation and member service.

**Experience/Education:**

- High school diploma or equivalence certificate in addition to competency with electrical technology, dispatch operations and customer service functions, typically attained through an Associate's degree in a related field and one or more years of electric distribution system dispatch experience, or equivalent experience/education.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.
- Proficient with keyboarding.

**Essential Duties/Responsibilities:**

- Dispatch field crews for GLE and contracted after-hours subscribers.
- Process and resolve member calls as appropriate concerning power outages, quality issues and other emergency and daily issues.
- Facilitate field crew emergency assistance as necessary.
- Generate and process outage records and service orders.
- Process emergency Miss Digs.
- Aid in outage and power quality prediction, verification and restoration.

**Significant Duties/Responsibilities:**

- Assist other departments as assigned.

**Required Skills:**

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.

- **Critical Thinking:** using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Active Listening:** giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Active Learning:** understanding the implications of new information for both current and future problem-solving and decision-making.
- **Problem Solving:** identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Coordination:** adjusting actions in relations to others' actions.
- **Service Orientation:** actively looking for ways to help people.
- **Judgment and Decision Making:** considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Time Management:** managing one's own time.
- **Troubleshooting:** determining causes of operating errors and deciding what to do about it.
- **Social Perceptiveness:** being aware of others' reactions and understanding why they react as they do.
- **Operation Monitoring:** watching gauges, dials, or other indicators to make sure a machine is working properly.

#### **Attributes:**

- **Integrity:** Exhibits a high degree of integrity and honesty.
- **Diplomacy:** able to use appropriate diplomacy and tact with members, customers and other contacts.
- **Confidentiality:** able to exercise appropriate discretion and confidentiality.
- **Oral Comprehension:** able to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Recognition:** able to identify and understand the speech of another person.
- **Written Comprehension:** able to read and understand information and ideas presented in writing.
- **Near Vision:** able to see details at close range (within a few feet of the observer).
- **Visual Color Discrimination:** able to match or detect differences between colors, including shades of color and brightness.
- **Hearing Sensitivity:** able to detect or tell the differences between sounds that vary in pitch and loudness.
- **Auditory Attention:** able to focus on a single source of sound in the presence of other distracting sounds.
- **Time Sharing:** able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- **Memorization:** able to remember information such as words, numbers, pictures, and procedures.
- **Selective Attention:** able to concentrate on a task over a period of time without being distracted.
- **Problem Sensitivity:** able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Deductive Reasoning:** able to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning:** able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

- **Finger Dexterity:** able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- **Multi-Limb Coordination:** able to coordinate two or more limbs (i.e. arms, legs, one of each) while sitting, standing or lying down. Does not involve performing the activities while whole body is in motion.
- **Reaction Time:** able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- **Information Ordering:** able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Category Flexibility:** able to generate or use different sets of rules for combining or grouping things in different ways.
- **Speed of Closure:** able to quickly make sense of, combine and organize information into meaningful patterns.
- **Flexibility of Closure:** able to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.

**Additional Preferences:**

- **Instructing:** teaching others how to do something.
- **Persuasion:** persuading others to change their minds or behavior.

**Problem Solving and Freedom to Act**

Problems are moderately complex. Methods and procedures are loosely defined and require judgment to apply them to the work. Work is varied. Tasks may be unrelated.

**Working Relationships/Contacts:**

Requires contacts for the purpose of developing or communicating plans, coordinating activities or advising others. Gaining acceptance and influencing others may be necessary.

Internal: Peers, management

External: Members, commercial & industrial members (C&I), contractors, general public, emergency response or law enforcement personnel