

Farmers Rural Electric
Cooperative Corporation
504 S. Broadway, Glasgow, KY 42141
P.O. Box 1298, Glasgow, KY 42142
Phone (270)651-2191 Fax (270) 651-7332



POSITION: Dispatcher / System Operator

DEPARTMENT: Technical Services

REPORTS TO: Operational Technology Manager

DIRECT REPORTS: None

EFFECTIVE: January 1, 2023

PURPOSE OF POSITION:

To provide assistance and support to the Field Personnel in efficiently and correctly performing their jobs. To assist in the expedient restoration of electric service to the membership, utilizing all tools available. To complete all documentation and reports required for regulatory requirements, and efficient operation of the electric system.

Job Specifications:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

1. Associate Degree from an accredited college or university or four (4) years related work experience is required
2. Proficient computer skills are required (Office Productivity, Email, etc.)
3. Regular and punctual attendance is an essential function of this position
4. General math skills are required
5. Ability to learn and understand new computer software is required
6. Ability to work in a team environment is required
7. Excellent written and verbal communication skills, organizational and problem-solving skills are required
8. On-call/overtime is required
9. Valid Kentucky State Driver's License is required
10. Must reside within a **thirty minute** maximum commute of the FRECC Main Office
11. Ability to multi-task under stressful conditions with attention to detail

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This job description is not intended to be all-inclusive; an employee will also perform other reasonable related job responsibilities as assigned by the immediate supervisor and other management as required. Farmers RECC reserves the right to change job descriptions, job duties, or working schedules based on the needs of the Cooperative.

Working Conditions:

Inside environment. Applicant must be able to accomplish work for parameters required as shown on the Farmers Rural Electric physical, environmental, and mental demand form for the Dispatcher/System Operator position. A flexible working schedule may be required during power outage or emergency situations, and overtime work is necessary. Trips outside service area may be required for training. Applicant must be able to effectively perform multiple tasks simultaneously under stressful conditions.

Essential Duties/Responsibilities:

The following are essential responsibilities of this position and do not include marginal functions that are incidental to the performance of the fundamental job duties. The scope and duties of this position may change or be temporarily altered based on the business needs of the Cooperative. The basic requirement of every position is to perform all tasks as assigned by your supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

1. Receives and dispatches trouble calls and other calls for service. Dispatches service crews during outages for the most efficient restoration of service. Coordinates with power suppliers and other personnel during major outages or required switching
2. Work with various systems: advanced metering infrastructure, outage management system, geographic information system, supervisory control and data acquisition (AMI, OMS, GIS, SCADA, etc.) to determine extent of outage and any probable outage devices, including monitoring of voltage and load levels and taking corrective action on system alarms for SCADA/Load Management
3. Maintains records, logs and reports as required by operating procedures. Distributes documents to appropriate personnel (OMS, SCADA, etc.)
4. Assign and mark Lock Out/Tag Out as necessary
5. Inspect all work from prior night and weekends for correctness and completeness, complete if applicable and route where appropriate
6. Responsible for alternate shift dispatcher(s) transition
7. Work with Member Service Representatives to provide guidance/training in the entering of data during outages
8. Keep dispatch center supplies fully stocked and organized

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9. Review available data to assist Dispatch and Operations Departments in efficiently applying assets in order to provide better service reliability and quality
10. Work with meter department personnel to troubleshoot AMI problems including maintaining load control switches in AMI system
11. Maintain visual status of electric system (electronic / map)
12. Be proficient in the use of billing software and working knowledge of office productivity suite(s)
13. Process completed miscellaneous service orders
14. Be proficient in and monitor status of radio system, notifying appropriate personnel when necessary
15. Maintain relationship with emergency medical services/disaster and emergency services (EMS/DES) personnel
16. Be proficient in the operation and layout of the electric system
17. Provide after-hours assistance to other dispatcher(s) during major events
18. Monitor AVL for safety checks with field personnel and functionality
19. Track locations of right of way, construction contractors, etc.
20. Obtains weather information important to system operation/load management and takes appropriate action as necessary
21. Possess the ability to distinguish color

Working Relationships:

Internal: VP of Technology and Security
 Member Service Representatives

Field Personnel

All Department Vice Presidents

Other Dispatcher(s)
Technical Service Employees

External: Customers
 Vendors
 Contractors
 Other utilities
 EMS / DES personnel