




Your Touchstone Energy® Partner 

October 7, 2024

NOTICE OF INTERNAL JOB VACANCY

DEPARTMENT	POSITION
BILLING / DISPATCH	DISPATCHER

General Requirements:

- A. High School Diploma/GED, a minimum of three (3) years of related work experience, or any equivalent combination of education and experience may be considered.
- B. At least 18 years of age.
- C. Residency requirement – Primary residence within Cooperative Service Area
- D. Valid SC Driver’s License
- E. Availability to work a variety of hours

See attached position description for specific requirements and responsibilities.

Qualified existing employees may apply by obtaining an Internal Application for Transfer from Human Resources and return it to the same office.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability or veteran status.

This institution is an equal opportunity provider and employer.

FAIRFIELD ELECTRIC COOPERATIVE, INC.
BLYTHEWOOD, SC

POSITION DESCRIPTION
DISPATCHER
OFFICE DEPT.
2024

I. SPECIFIC OBJECTIVES:

- A. Provide accurate and timely coordination of Operations, Engineering, and Customer Service personnel to be dispatched for duties in the field.
- B. Provide accurate and timely computer functions (i.e. Automated outage, SCADA, billing).
- C. Foster favorable member and public relations through personnel.
- D. Maintain a constant awareness as to the location of all dispatched personnel.
- E. Become familiar with all tools available and be able to respond to all service-related calls in the most efficient manner.

II. RELATIONSHIPS AND CONTACTS:

- A. Reports to: Manager of Billing & CIS
- B. Directs: None

III. ACCOUNTABILITY:

- A. The Dispatcher is accountable for assigned activities, to include, but are not limited to, the following:
 - 1. Be the point-person in the event of a power outage. The Dispatcher must be able to calmly evaluate the outage as it occurs and accurately determine critical locations for dispatch.
 - 2. Be familiar with the qualifications of the on-call personnel.
 - 3. Understand Fairfield Electric Cooperative's electrical distribution system to the extent that you can safely dispatch personnel.
 - 4. Render prompt, efficient and courteous service that promotes goodwill between the cooperative and its consumers.
 - 5. Assist Engineering with work on mapping and monitoring the SCADA system.
 - 6. Secure the building and grounds, making certain all doors and gates are locked after all workers leave for the day.
 - 7. Answer phones after hours to include power outages, reconnects, and consumer questions relating to billing, the H2O program, and security systems.

8. Ensure that a service technician is dispatched for all power outages and reconnects on a timely basis.
9. Be able to run computer programs as assigned.
10. Keep informed of all changes in cooperative policies, credit practices, Service Rules and Regulations, etc. relative to delinquent accounts.
11. Participate with Manager of Billing & CIS in developing plans and procedures for the most effective accomplishment of responsibility.
12. Assist with annual meeting as directed.
13. Perform other job-related activities as may be required or directed.

IV. MENTAL AND PHYSICAL REQUIREMENTS:

The mental and physical requirements for this position include, but are not limited to the following:

- A. Must be able to effectively utilize a two-way radio in executing the position's assigned duties.
- B. Must be able to follow verbal and written instructions.
- C. Must have the aptitude to logically and objectively evaluate obstructions and impediments to plans and programs, make rational independent decisions, and develop reasonable solutions to problems.
- D. Must have the ability to effectively interact with other cooperative personnel, business and industry representatives, cooperative members, and the public.
- E. Must have the ability to operate a telephone in executing the position's assigned activities.
- F. Must have the physical ability to stoop and bend into awkward positions to accomplish assigned responsibilities.
- G. Must be able to perform all tasks specific to position responsibilities during evening and late hours with no one available to aid or assist in the performance of routine duties.
- H. Must possess the physical strength to lift and carry up to 50 lbs. of material without external assistance or mechanical aids.

V. EDUCATION:

The applicant must have a High School Diploma/GED, a minimum of three years related work experience, or any equivalent combination of education and experience.

VI. AVAILABILITY:

The applicant must be available to work:

- all days of the week (Sunday to Saturday)
- all hours of the day (12:00 am to 12:00 pm)
- holidays (if required)
- be available for call in during inclement weather conditions

This could be subject to change in the future. The dispatch position currently has three shifts, which may be scheduled by assignment or rotating.

The current work schedule is:

Monday - Friday	1st shift	7:00 am - 4:00 pm
Monday - Friday	2nd shift	3:30 pm - 11:30 pm
Saturday & Sunday	Weekend Shift	8:00 am - 11:00 pm

Notice: All of the essential functions listed for this position do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of any given position may change or be temporarily altered based on the business needs of Fairfield Electric Cooperative, Inc. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Notice: All requirements are subject to possible modification to reasonable 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 others.