



Consolidated Waterworks District No. 1

JOB DESCRIPTION

POSITION TITLE.....: Dispatcher
DEPARTMENT.....: Engineering
REVISED.....: 07/2022
REPORTS TO.....: Customer Service Manager
REVIEWED.....: 07/12/2022
WAGES.....: Non-Exempt (Hourly)

SUMMARY:

The Dispatcher is responsible for being the link for information between the customers and employees of TPCW. To this end, the following prerequisites shall be met or learned upon attainment of the Dispatcher position:

BASIC FUNCTIONS:

1. Receive and answer daily customer call-ins.
2. Proactively address customer problems and suggest solutions that may resolve issues prior to dispatching TPCW staff.
3. Use work order and asset management systems to create work orders and assign tasks.
4. Monitor alarms and triggers of SCADA system and notify staff.
5. Monitor vehicles related to task management using GPS tracking system.
6. Maintain and organize 811 tickets.
7. Record daily chlorine and flushing volumes.
8. Monitor customer IVR payment system.
9. Perform miscellaneous duties as assigned.

OTHER REQUIREMENTS:

1. Highly responsive, with a positive attitude, capable of working in a diverse team environment, and handling multiple tasks with competing priorities.
2. Strong verbal and written communication skills.
3. Efficient typing skills and experience in data entry.
4. Ability to read and understand maps and mapping symbology.
5. Experience working in stressful, emergency situations.
6. Willingness to respond and assist when needed.
7. Willingness to learn new tasks.
8. Ability to use mobile device and work-related Apps and software.
9. Excellent interpersonal and communication skills.
10. Outstanding organizational and multitasking abilities.
11. Valid Louisiana driver's license.

EDUCATION/EXPERIENCE:

1. High school or equivalent diploma.
2. Working knowledge of Microsoft Office Products.
3. Must be able to comprehend verbal instructions as well as read and comprehend written instructions, maps and details.

PHYSICAL DEMANDS:

1. Ability to sit or stand for long period.
2. Ability to hear and speak clearly.