

POSITION SUMMARY: To professionally perform dispatching function to assure MVEC's electrical system is operated to its potential and that outages are restored safely and with minimal interruption of service to the members. Also performs various other technical and administrative duties. **Two (2) open shifts available, one is for 7:00 a.m. – 3:30 p.m. and the other shift is for 2:30 p.m. – 11:00 p.m.**

DUTIES AND RESPONSIBILITIES:

- Analyses customer phone calls and inquiries concerning any type of outage, electrical problem, service related problem or load management problem. Identifies emergency situations and determines the appropriate action and the proper personnel to correct the situation safely and quickly in order to maximize the service reliability to members.
- Coordinates a communication system that will provide immediate location of employees and relays pertinent information between employees, emergency personnel, contractors, members, locators, and other utilities, etc.
- Maintains and updates records to ensure complete and accurate data. Including, but not limited to: critical customers, service orders, outage reports, task data, metering and equipment records.
- Monitors the system map recognizing that the accuracy of the system maps is vital to the safety of field crews and to the restoration of power.
- Provides assistance for mapping technician on discrepancies between OMS and system map, provide mapping corrections, and verifies accuracy of AVL to system map.
- Develops, maintains and tracks a line switching procedures for all substations to ensure the safe and reliable transfer of electrical power.
- Assure system load interruption measures are invoked as required. Monitors system load values as they relate to interruptible rate programs and invokes load interruption when required.
- Provides immediate analysis of SCADA alarms, determines the proper response, and dispatches the appropriate personnel to safely and quickly resolve electrical problems.
- Operates OMS (Outage Management System) to analyze and determine system outages and direct outage restoration in a timely and safe manor.
- Operates AMI (Automated Meter Information) system to determine system outage extent or determine power quality problems to direct repairs.
- Uses AVL (Automated Vehicle Locating) to track and have knowledge of crew locations to aid in outage restoration and safety issues.
- Develops and maintains calendar for single point of contact for Lead Foreman, outside contractors, law enforcement, technicians, system maintenance and inspections.
- Assigns map locations to new connect service orders
- Monitor and schedules ROW clearing when needed.
- Coordinates construction project to meet necessary timelines and requirements.
- Back's up energy specialist with meter entry and scheduling.
- Assists members, locators or the Administrative Support Staff with questions, problems or concerns so that MVEC underground facilities are safely and properly located.
- Use of all existing and new technologies to help in improving customer satisfaction.

Education and Experience:

QUALIFICATIONS:

- Two years post-secondary school with special emphasis in electrical and computer courses
--OR--
- Three years electric utility systems operations experience and strong customer service/communications skills
A basic understanding of electrical wiring concepts is also required

If you are a proactive person that takes pride and ownership in your work, and have excellent attention to detail, please send your confidential resume with **shift preference** to Human Resources at **hr@mvec.net** by **April 9th, 2018.**

EOE