

Electric Distribution Dispatcher

Nature and Purpose of Work:

Incumbents of this class apply knowledge of the electric distribution system and a digital remote data acquisition and distribution system control (Outage Management System) to dispatch crews, open switches and otherwise control the distribution system. Employees in this class work rotating shifts under the day-to-day leadership of the Senior Electric Distribution Dispatcher, decide crew and equipment to be dispatched, notify supervisor of severity of events, and have no supervisory responsibility. Incumbents report to the Operations Center Supervisor.

Illustrative Examples of Work: (These examples are not a comprehensive list of all tasks, some may not be listed and all listed may not be performed regularly, depending on business needs.)

Receives reports of problems with the electric distribution, water and wastewater systems from all sources, identifies possible causes using the OMS system, issues and tracks switching orders, line clearances. Dispatches crews, for electric transmission & distribution, meter shop, meter services delinquent accounts, water and wastewater operations, warehouse, substations and energy control. Monitors locations and activities of linemen, the conditions of lines and the progress of work. Keeps linemen informed of necessary information from OMS. Maintains complete written or digital records. Coordinates responses to events that involve utility installations or requiring utilities' assistance, with other departments or outside agencies.

Monitors the transmission and distribution feeder operations via SCADA, manually logs information, records feeder operations to computer applications, obtains clearance numbers, notifies respective supervisors, initiates mass text messages to department heads, managers, media personnel and selected supervisors / field personnel to notify them of occurrences. Activates automated phone message system to respond to callers regarding outages to inform them of ongoing work. Monitors and informs all linemen working on feeder, informs them of information provided by OMS, decides whether to lift clearance with SCADA, takes all necessary actions for linemen's safety.

Participates in training on the system, learns various situations affecting the distribution system and proper responses. Applies knowledge of the Outage Management and Mobile Management computer control and communications to locate and identify problems and make changes in the flow of current through the electric distribution system accordingly. Uses handbook for Dispatchers, contacts senior dispatcher as needed for guidance. Manually logs contractor work hours and locations daily. Performs related work as required.

Necessary Knowledge, Abilities and Skills:

Substantial knowledge of electric distribution construction and maintenance methods and materials, the location and characteristics of electric distribution facilities.

Substantial knowledge of the Outage Management application and system, Mobile Management system, and use of all computer, voice and digital communications equipment used by the crew dispatching office.

Ability to obtain a working knowledge of the electric distribution system, its operation, and appropriate response to outages.

Ability to work after hours and on weekends as needed and take appropriate actions in unusual events.

Ability to form and maintain constructive relationships with employees, managers, regulatory staff, auditors, and outside professionals.

Desired Education and Experience:

High school supplemented by coursework related to electric distribution construction and operations, and / or prior professional experience in the field of electric transmission, distribution, system control, and data acquisition, or an equivalent combination of education and experience.

Apprenticeship

Positions in this class may be assigned to an apprenticeship as defined by Civil Service Rule IV, Section 6. This requires the employee to complete initial and ongoing training requirements established by the Lafayette Utilities System within two (2) years for continued employment.