




Jemez Mountains Electric
Cooperative, Inc.

Your Touchstone Energy® Cooperative 

JOB POSTING

Job Summary:


Jemez Mountains Electric Cooperative, Inc. (JMEC) is accepting applications for the position of **Dispatch Supervisor for the Espanola District Office**. Under the direction of the Engineering Manager or designee, the Dispatch Supervisor is responsible for providing quality outage assistance services to members and consumers through the Coops' outage management system, "OMS". This position shall provide excellent public relations with all consumers and members by effectively communicating the power line operation status of the cooperative. The Dispatch Supervisor is responsible for responding to customer complaints and service problems for power line interruptions in close coordination with the Engineering Manager or designee, or Line Superintendent. The Dispatch Supervisor coordinates Dispatch Center coverage twenty-four hours a day, three hundred sixty-five days a year, so shift work is required.

Essential Duties and Responsibilities:

- Focus on excellent customer service when engaging the customer.
- Supervise, mentor, review and appraise employee performance, including corrective action plans, and coaching when necessary.
- Responsible for approving timesheets, reviewing requests for time off, and ensuring coverage of dispatch department duties.
- Generate and distribute outage reports for the cooperative. Outage reports shall be comprehensive and include: when outage began, when outage was restored, utility pole and or transformer, and number of customers affected.
- Respond to after-hours calls from dispatch staff and recommend course of action to be taken, as necessary.
- Track and maintain all outage records and reports for the dispatch center.
- Track and maintain the computations for SAIDI, SAIFI, etc., as required and in consultation with the Engineering Manager or designee.
- Make recommendations to the Engineering Manager on improvements to processes and protocols, employee relations issues, how to encourage high employee morale, and recruiting and retention of dispatch personnel.
- Openly and continually communicate with dispatch staff on new procedures, policies and any department changes.
- Outage Data entry and processing is required daily. SAIDI and SAIFI reports shall be developed on a monthly and yearly basis.
- Assist Engineering Manager with interviews for staffing of open positions in the Dispatch center.
- Assess staffing needs for the Dispatch center and recommend to the Engineering Manager when a new hire might be needed.
- Must maintain professional and respectful communications with line operations and engineering staff at all times.
- Must be constantly aware of confidentiality of information handled and be certain that it is kept confidential.
- Perform other miscellaneous job duties as assigned.



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Supervisory Responsibilities

This position has direct supervision over the dispatchers

Minimum Qualifications

High school diploma or equivalent required. Valid New Mexico Driver's license or ability to obtain prior to first day of employment required. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet. Shall have five (5) years' experience working in a dispatch or customer service environment. Management and/or supervisory experience preferred. Requires demonstrated abilities and skills operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel and Word.

Preferred Qualifications

Applicants should possess an associate degree in GIS, Electrical Technology or a related field, or equivalent experience. Experience in the utility industry (electrical utility a plus) operations. Five (5) years' experience working in a dispatch capacity or fast-paced customer service environment. Management and/or supervisory experience and skills. Advanced and demonstrated abilities and experience computer/computational skills.

Knowledge, Skills and Abilities:


- This position requires skills to operate and outage management system.
- This position requires skills in answering multi-line phone systems and ability to talk on radio systems.
- This position requires a basic knowledge of electricity and familiarity with the Cooperative's service territory and NMPRC regulations.
- Must have the ability to communicate with consumers and Cooperative employees and deal with diverse groups of people.
- Must be able to take direction on a variety of projects simultaneously and meet established deadlines.
- Must project a favorable image for the Cooperative.

Working Conditions and Physical Effort:

- **Physical Effort and Dexterity:** Spends majority of time sitting and operating communications equipment and computer terminals.
- **Machines, Tools, and Equipment:** Capable of using computer terminals and general office equipment including fax machines, copiers and other machines as necessary. Must also be capable of operating telephone and radio switchboards to answer and make calls.
- **Visual Acuity, Hearing and Speaking:** Comfortable in speaking on the telephone and the radio. Must be able to communicate clearly and accurately for work and safety compliance.
- **Environmental/Working Conditions:** Works inside office. Normal office work safety precautions and practices are required. The Dispatch Outage Center maintains coverage twenty-four hours a day, three hundred sixty-five days a year.



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JMEC offers a competitive salary commensurate with qualifications, along with a comprehensive benefits package. For more information on the position please contact Tina Trujillo Archuleta.

Applications/resumes will be accepted until position is closed, applications/resumes should be directed to:

Tina Trujillo Archuleta, Manager of Administration and External Affairs

P.O. Box 128 Española, New Mexico 87532

505-753-2105 Ext. 1151

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