



Jemez Mountains Electric Cooperative, Inc.

Your Touchstone Energy® Cooperative 

Jemez Mountains Electric Cooperative, Inc. (JMEC) is accepting applications for the position of **Dispatcher** for all JMEC service areas surrounding the Espanola District. Under the direction of the Dispatch Supervisor, the Dispatcher is responsible for providing quality outage assistance services to members and consumers through dispatch software, and telephone and radio communication systems. This position shall promote good public relations with all consumers, JMEC staff and members by effectively communicating the operations of the cooperative. The Dispatcher is also responsible for responding to customer complaints and service problems. The Dispatch Center maintains coverage twenty-four hours a day, three hundred sixty-five days a year, so shift work is required. The shifts may be from 10 to 12.50 hours.

Education: Applicants should possess relevant experience with dispatch systems, or equivalent experience. Experience in the utility industry (especially electrical field) is preferred. 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.

Essential Functions

- Focus on excellent customer service.
- Document and report all outages for the cooperative.
- Generate and distribute outage reports as appropriate.
- Maintain filing system as directed.
- Make recommendations to the Dispatch Supervisor on improvements to processes and protocols and recruiting and retention of personnel.
- Data entry and processing is required.
- Must be constantly aware of confidentiality of information handled and be certain that it is kept confidential.
- This position will have exams at three and six months on dispatch system performance.
- Performs other miscellaneous job duties as assigned

Experience, Training, Knowledge, Skills and Abilities:

The position is responsible for dispatch and coordination of line crews in system outage conditions and is a key point of contact in receiving operational inquiries; therefore, excellent communications skills are required. This position is also responsible for updating and maintaining system maps completing maintenance service orders and outage reports, and much more. Other requirements include skills in answering multi-line phone systems and ability to talk on radio systems; knowledge of electricity and familiarity with the Cooperative's service; ability to communicate with consumers and other employees and deal with diverse groups of people. Must be able to take direction on a variety of projects simultaneously and meet established deadlines and must project a favorable image for the Cooperative. This position also requires demonstrated abilities and skills operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, and Word.

Pay:

This position is governed by IBEW union contract and will range from \$17.56-\$25.97 per hour.

Only those candidates that possess the criteria listed above will be considered. Pay is based off of experience.

Please contact Tina Trujillo Archuleta for an application or you can visit our website at www.jemezcoop.org under our careers tab.

Applications/resumes will be accepted until position has been filled. Please direct them to:

Tina Trujillo Archuleta, Manager of Administration and External Affairs
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