



UNION JOB DESCRIPTION

TITLE: Crew Dispatch Coordinator

DEFINITION:

Plans, schedules, coordinates, and oversees the short-to-long-term activities in Crew Dispatch. This position reports to and is under the direction of the Operations Superintendent out of the Operations Center. Works collaboratively with other Superintendents, Line Construction General Foreman, Engineers, scheduling, and other related Departments on planning activities. Makes crew/site visits as necessary to assist in the planning or coordinating of the job.

DISTINGUISHING CHARACTERISTICS:

This position requires the incumbent to work as a Lead Crew Dispatcher or Crew Dispatcher during normal and emergency hours as necessary. The Crew Dispatch Coordinator will meet with the Operations Superintendent at least once per month for medium-to-long-term planning purposes.

The Crew Dispatch Coordinator shift will begin thirty (30) minutes before the designated Core Hours of the Crew Dispatch Unit. When working this shift, the Crew Dispatch Coordinator shall receive one hour of overtime pay as set forth in Subsection 7.2.1.

This position is a bid position that requires an interview. The interview team will be comprised of an equal number of management and represented members. Represented members will be by the selection of the IBEW. The District will select the successful candidate.

BASIC RESPONSIBILITIES:

1. Ability to assist or provide backup support for Lead Crew Dispatcher, Crew Dispatchers, Assistant Crew Dispatchers, and other employees assigned permanently or temporarily to Crew Dispatch as needed due to training, high volume work, or shift coverage (for coverage lasting longer than four (4) hours of a shift).
2. Assists Foreman and Crews in successfully performing all work in a safe and efficient manner.
3. Oversees time off scheduling and evaluates employees assigned to Crew Dispatch.
4. Oversees scheduling of overtime jobs.
5. Oversees implementation and maintenance of electronic scheduling software used in Crew Dispatch.
6. Interacts and responds to internal and external customers when problems arise and keeps Operations Superintendent and Line Construction General Foreman informed.
7. Assists service and line groups with arranging large jobs.
8. Collaboratively works with stakeholders on utilizing and monitoring ARCOS lists and related software in relation to Crew Dispatch and scheduling.
9. Learns and implements new technologies or changes to current technologies.
10. Radios communication to field personnel.
11. Receives out-of-service and trouble calls from Energy Control Center.
12. Receives, records, and handles new service orders and work sketches.
13. Makes up orders for line and service crews from work sketches.
14. Maintains Dispatcher's board and associated scheduling software.
15. Coordinate scheduling between Crew Coordinator, Line Construction General Foreman, Foreman, Contractors, other utilities, and/or internal and external customers.
16. Schedule contract services (equipment, gravel, Dial Dig, etc.).
17. Assists Major Yard with Vector scheduling as needed or requested by Major Yard.
18. Follows and ensures compliance with applicable safety rules contained in the District's Accident Prevention Manual and WAC 296-24, 296-45, 296-54, 296-62, and 296-155.

OTHER RESPONSIBILITIES:

1. Provides on-the-job training as necessary and monitors/evaluates employees in Crew Dispatch.
2. Evaluates, updates, and develops training programs for Crew Dispatch as necessary or when new tools or software is implemented.
3. Monitors and assigns vehicles and specialized equipment from the Operations Center to other Headquarters and Departments.
4. Reads and interprets work of sketches and plans to obtain: (a) maximum utilization of specifics within the established Crew Structure Guidelines and; (b) proper equipment and materials.
5. Updates Geotab.
6. Analyzes and resolves scheduling problems.
7. Completes necessary reports affecting crew or job assignments.
8. Coordinate crews, tools, and equipment using the Crew Log during storm repair, including tracking crew hours worked to ensure rest periods, as assisted by Operations Superintendent, Line Construction General Foreman, and Emergency Center.
9. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Leadership principles and practices.
- Electric utility industry operations, construction concepts, and practices related to line construction and maintenance projects.
- Applicable policies, procedures, and agreements of the District (including but not limited to Construction Standards, Electrical Service Requirements, Collective Bargaining Agreement, Crew Structure, etc.) to ensure proper procedures are utilized.
- Radio procedures.
- Computer and applicable program use.
- District personnel and classification.
- Storm procedures.
- District Accident Prevention Manual WAC 296-24, 296-45, 296-54, 296-62, and 296-155.

Ability to:

- Lead, coordinate, and coach.
- Direct the work of others.
- Initiate tasks and work without close supervision.
- Communicate and work effectively with all levels in the organization, outside agencies, and the public.
- Adjust quickly to varying workload demands, the need for equipment change, frequent personnel movement/reassignment, and to deal with ambiguous or unexpected situations.
- Demonstrate use of computer and necessary applications including new software implementations and software maintenance related to Crew Dispatch.
- Interact with customers, government officials, and District employees as necessary to complete assignments.

Education/Experience:

- High School Diploma or equivalent.
- Qualified Crew Dispatcher or Assistant Crew Dispatcher in accordance with the Collective Bargaining Agreement, Article 8.11.
- Successful completion of training and one (1) year in the Assistant Crew Dispatcher Pool once training is complete.

License or Certification:

- CPR and First Aid Card.
- Valid Washington State Driver License.

WORKING CONDITIONS:

- Work is performed in an office setting.
- Must be able to work long hours (40 hours maximum) as storm conditions dictate.
- Subject 24-hour call-out for emergency conditions.