

CARTERET-CRAVEN ELECTRIC COOPERATIVE POSITION DESCRIPTION

POSITION: CSR-Dispatcher-I

REPORTS TO: VP, Customer Services

DEPARTMENT: Customer Services

DIRECTS: None

EFFECTIVE: 05-2017

GRADE: 5

POSITION OBJECTIVE:

To provide accurate, efficient and courteous service in the handling of internal and external customer requests and inquiries and in the collection of payment on customer accounts; to coordinate the work duties of the outside personnel in response to system outages and requests for maintenance; to operate the customer information system, AMI system, SCADA system, work order system, vehicle locating system and perform radio dispatching.

MINIMUM JOB SPECIFICATIONS:

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Education: Require High School Graduate/Equivalent with basic mathematical courses. Prefer Associate degree in business-related field.

Experience: Require a minimum of four years' experience in a customer service function in a general office environment. Prefer experience to be in a call center and/or dispatch environment. Require the ability to interact with the public and become knowledgeable of CARTERET-CRAVEN ELECTRIC MEMBERSHIP CORPORATION'S policies and procedures, effectively communicating these to members. Require ability to become familiar with CARTERET-CRAVEN ELECTRIC MEMBERSHIP CORPORATION'S service territory, its boundaries; proficiency in the use of the general office equipment. Require the ability to become proficient in operating the computer, AMI system, SCADA system, AVL system, and two-way communication equipment. Require excellent verbal and written communication skills, and timely, efficient and courteous interpersonal skills for interacting with public and co-workers. Require excellent problem-solving and decision-making skills for logical reasoning, sound judgment and time management skills. Require ability to perform multiple tasks and to work with minimal supervision; to work varying shifts, holidays and weekends. Require ability to be a team member in a team-oriented environment. Require demonstrated proficiency in Microsoft Word. Prefer proficiency in Microsoft Excel and Microsoft Outlook. Prefer voluntary, active participation in at least one company-sponsored fundraising event annually, including, but not limited to Relay for Life, March of Dimes, and Project Christmas Cheer

Driver's License and Employment: Require ability to have and maintain a valid North Carolina driver's license for emergency situations and to successfully pass the Cooperative's employment entrance examination and drug screen.

WORKING CONDITIONS:

Shared general office environment; require the flexibility to work various shifts and overtime, as deemed necessary, and during emergency situations. Require the physical ability in reaching, standing, walking, fingering, grasping, talking, hearing, and defined repetitive motions (a). Require visual acuity in machine operation with administrative machine operation (a).

WORKING RELATIONSHIPS:

Internal: Two-way communication with immediate supervisor on job related approvals, instructions and work progress. Works with both external and internal customers to assist in accurate and timely inquiries.

Demonstrates an awareness that the job exists to effectively serve each and every member, and at every opportunity to achieve increased member and public understanding for support of the Cooperative.

ESSENTIAL DUTIES:

Note: The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of Carteret-Craven Electric Cooperative. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

1. Accurately operates the Supervisory, Control and Data Acquisition System (SCADA).
 - A. Monitors and operates SCADA, as directed.
 - B. Monitors data acquisition to provide load control and maximum system operation, as directed.
 - C. Monitors and maintains various SCADA caution/one shot tags as called in by crews, engineers, maintenance and sub-contractors.
 - D. Accurately analyzes the SCADA output and advises Supervisor of any problem situations in a prompt manner.
 - E. Receives yearly training to stay updated in procedures to perform SCADA functions from the office in emergency situations.

2. Handles customer service order requests, scheduling and correspondence accurately and proficiently.
 - A. Processes all service order requests, collects deposits and connection fees as applicable.
 - B. Verifies that customers requesting service have paid the appropriate deposits or any previous unpaid bills prior to the implementation of service, and enters all charges and adjustments into the computer system.
 - C. Receives inspections and documents receipt prior to the connection of new services.
 - D. Schedules appointments for staking engineers, as required for new services.
 - E. Guides and assists customers in preparation of capital credit forms and associated service orders.
 - F. Responds to high bill inquiries and complaints, and processes service orders to have meters reread or tested, bills required charges, and notifies customer of test results.
 - G. Provides timely and accurate maintenance to the service order system.
 - H. Provides timely and accurate maintenance to the work order system.
 - I. Accurately closes out all service orders in the system, including demand and CT accounts.
 - J. Processes and prints service orders nightly for distribution the following day.
 - K. Distributes orders to Service Technicians in a timely manner.
 - L. Timely captures service orders for local utilities with locate requests.
 - M. Processes service orders, trouble reports and schedule changes as needed for phone support to Jones-Onslow dispatch central.
 - N. Works with AMI system to remotely complete service orders involving the transfer of accounts (in and outs).

3. Markets and promotes Cooperative products and services.
 - A. Schedules appointments and answers customer inquiries about demand side management switch removals, surge suppression and energy audits.

- B. Disseminates pamphlets, brochures, and special mailings for changes in services and programs in a timely manner.
 - C. Responds to inquiries and promotes all energy efficient programs.
 - D. Provides Energy Resource Conservation Loan information to customers and disseminates credit application packets.
 - E. Processes energy audit service orders and schedules appointments.
 - F. Processes bank draft/bank card requests, sends draft forms and draft form letters to customers.
 - G. Processes all Equalizer requests; mails Equalizer forms and Equalizer form letters to customers.
4. Grants payment arrangements and extensions of payment to customers in accordance with Carteret-Craven Electric Cooperative guidelines. Assists in the collection, disconnection and reconnection of delinquent accounts.
- A. Documents payment commitments for the Department of Social Services, Salvation Army, and other civic organizations on customer accounts and records in extension folder on computer.
 - B. Keys extension dates into the Delinquent Menu to prevent disconnect orders from printing on accounts with payment arrangements, extensions of payment, and civic commitments.
 - C. Sets up signed payment arrangement contracts on active and inactive accounts with customers.
 - D. Promptly reports to Field Service Representatives payments received on accounts with pending disconnect orders and requests for reconnects on disconnected for non-pay accounts.
 - E. Processes all disconnect for non-pay orders according to schedule. Verifies the delinquency of each account before releasing to Field Service Representatives for collection.
 - F. Schedules and provides calls to members to alert of upcoming disconnect for non-pay.
 - G. Schedules and provides calls to members concerning upcoming scheduled outages.
5. Performs radio dispatching to transmit and receive operational data and information.
- A. Coordinates line crews and maintenance personnel in the efficient restoration of service during outages and maintains the outage program.
 - B. Uses AVL system to coordinate the locating of crews and defective equipment during major outages and during/after normal work schedules.
 - C. Completes directives in three-part communication with Operations personnel through the radio system.
 - D. Verifies with AVL System the location of surrounding personnel when receiving a request from Operations personnel for re-energizing a line segment.
 - E. Performs mayday dispatching when needed.
 - F. Receives requests for overtime reconnects; dispatches service request upon verification of payment.
 - G. Advises and assists line personnel in necessary switching outage information, as instructed.
 - H. Accurately operates automatic call sequencer when a major outage occurs.
 - I. Analyzes outage calls and advises line personnel of possible protective devices.
 - J. Accurately maintains Daffron Outage System and communicates accurate outage information to the CSR and Outage group in a timely manner.
6. Receives and dispatches AMI alarms and warnings to appropriate personnel for corrective action.
- A. Maintains up-to-date and accurate list of AMI alarms and warnings, their definitions, and how they should be processed.
 - B. Accurately processes alarms and warnings per guidelines.
 - C. Interprets alarms and looks for common point of failure or root cause.

- D. Documents action taken on AMI alarms and warnings.
 - E. Generates service orders when necessary to respond to AMI alarms or warnings.
 - F. Coordinates outside personnel in responding to AMI alarms and warnings.
 - G. Coordinates and documents third-party AMI alarm and warning activities with utilities that contract for shared use of AMI software.
 - H. Trends alarms and provides feedback to supervisor if alarm types or number of alarms change dramatically, signaling a need for closer review.
 - I. Notifies customers, when necessary, of alarms and warnings requiring customer action or response by CCEC service personnel.
7. Receives telephone calls in a professional and courteous manner and initiates appropriate action for prompt responses; performs clerical functions.
- A. Accurately operates Cisco IP phone system as directed.
 - B. Advises callers of the Cooperative's policies and procedures.
 - C. Accurately performs data entry duties, including service orders, work orders, and all functions of collection including bills complete and billing data.
 - D. Contacts customers, as directed.
 - E. Provides assistance to visitors in accordance with designated procedures.
 - F. Maintains a log of all visitors or employees and operates gate, as instructed.
 - G. Maintains a log of all calls received nightly and on weekends.
 - H. Responds accurately and knowledgeably to all customer requests or inquiries by telephone, fax, email, voice mail, general voice mail box and written correspondence.
 - I. Addresses and attempts one call resolution on all customer inquiries and complaints, routes unresolved complaints to appropriate personnel.
 - J. Demonstrates proficient verbal and written communication skills with customers.
 - K. Demonstrates effective listening skills with customers prior to taking action.
8. Researches and maintains records for all inactive past due account balances, takes appropriate action for collection. Coordinates with outside collection agencies. Assists in the collection of past due accounts receivables.
- A. Prepares and maintains current inactive account information and files.
 - B. Accurately prepares, processes, and files all bad debt collection correspondence.
 - C. Exercises appropriate collection procedures when attempting to collect inactive account balances.
 - D. Accurately analyzes and explains unpaid final bill balances.
 - E. Processes weekly collection reports and collection letters according to schedule.
 - F. Forwards, in a timely manner, all uncollectible accounts to collection agency when unable to collect in-house.
 - G. Coordinates with outside collection agencies all activities and record keeping, including payments to and from these agencies.
 - H. Promptly initiates collection procedures on all delinquent accounts receivables (143s).
9. Prepares or assists in the accurate preparation of documents and reports, as directed. Post all customer address changes as requested. Effectively addresses correspondence with customers and maintains accurate files.
- A. Effectively addresses inquiries regarding construction, service, inspections, trouble calls, mapping information and service requests.

- B. Accurately inputs customer information into computer, as directed.
- C. Accurately maintains and prepares weekly cut off report and various queries.
- D. Promptly and accurately processes all account and location number changes.

10. In-Position Requirements:

- A. Require minimum two years' experience in CSR-D I position. Excellent performance and/or previous experience may waive the full 2-year requirement as CSR-D I.
- B. Must achieve satisfactory training score from CSR trainer and on check-for-learning tests given by supervisors throughout training.
- C. Must complete all cross-training with other departments.
- D. Must attend 75% of department meetings within a 12-month period.
- E. Must attend 100% of dispatch meetings within a 12 month period.
- F. Must teach at least one customer service training class annually, or other topics relevant to customer service department.
- G. Must achieve and demonstrate proficiency in all of the job responsibilities of the CSR-D I. In addition, no deficiencies in performance exist in any of the job responsibilities before promotion to CSR-D II.

SUPPLEMENTAL DUTIES

11. Decision-Making Skills

- A. Analyzes all factors and alternatives prior to reaching conclusions.
- B. Performs in a timely manner for effective results.
- C. Demonstrates accountability for difficult decision-making.
- D. Demonstrates excellent stress and pressure skills when confronted with temporary setbacks.

12. Interpersonal Skills.

- A. Demonstrates effective employee relation skills when interacting with other personnel without regard to race, sex, disability, national origin, color, religion, age, or protected veterans status.
- B. Maintains a professional and courteous manner.
- C. Supports participation, teambuilding, and an open, informative and cohesive work environment, as outlined in the Customer Service Team Code of Conduct.

13. Work Quality Skills

- A. Accurately and thoroughly performs job duties; utilizing effective time management skills.
- B. Completes work with a minimum or no errors.
- C. Evaluates and considers results of job responsibilities.

14. Business Appearance Skills

- A. Dresses appropriately for the position based on Cooperative standards.
- B. Ensures a professional appearance when interacting with the customers and potential customers.

15. Job Effectiveness Skills

- A. Demonstrates self-motivation and effective planning and organizing skills.
- B. Effectively sets priorities and performs in an efficient manner.
- C. Completes primary job functions without duplication of efforts.
- D. Demonstrates self-discipline and coaching skills.

16. Self Development/Technical Knowledge and Skills

- A. Demonstrates current technical job knowledge and skills for effective performance of position duties.
- B. Progresses in previously communicated performance improvement.
- C. Demonstrates initiative to acquire additional knowledge for effective job performance.

17. Safety Awareness Skills

- A. Establishes and maintains acceptable safety standards.
- B. Maintains current knowledge of Cooperative's safety regulations and evaluation of personal compliance.
- C. Performs in accordance with established safe working environment.
- D. Ensures the team is aware of safety requirements, policies and procedures.

18. Effective Communication Skills

- A. Demonstrates proficient verbal and written communication skills.
- B. Demonstrates effective listening skills prior to taking action.
- C. Communicates to Team Leader and VP of Customer Services in all matters that affect duties and directives.
- D. Effectively learns and accepts the Cooperative's programs, practices, concepts, policies, and procedures.

19. Attendance and Promptness

- A. Reports to work at designated time, has regular acceptable attendance, and maintains adequate leave as recommended for customer service department.
- B. Provides availability for extra duty, as required.
- C. Volunteers for overtime, when needed.
- D. Must work a weekly flexible work schedule.