



103 ST. PHILIP STREET, CHAS SC 29403
 JOB ANNOUNCEMENT NO: **18-042**
 DATE: May 16, 2018

Position Title: Dispatcher		Location: Hobson (North Charleston)	Status: Established Position, Full-time
Salary Range: \$29,889.60 (\$14.37/hr) - \$44,824.00 (\$21.55/hr)	Grade: 104	Department: Customer Service	Hours: 8 Hour Rotating Shifts (Including nights, weekends, emergencies, & holidays)

APPLICATIONS ACCEPTED THROUGH FRIDAY, JUNE 1, 2018.
WE ARE AN EQUAL OPPORTUNITY EMPLOYER.

Position Summary:

Under limited supervision, is responsible for providing effective and efficient communication support to all areas of CWS. Receives, logs, and relays pertinent information to and from associates and external customers

Essential Functions:

- Responsible for receiving, researching, coordinating, and dispatching complex emergency services requests between external customers and CWS associates, i.e., Water Distribution, Wastewater, Meter Technology, HWTP, contractors, etc., via telephone and 800 MHz radios.
- Communicates, between the office and associates at work sites, information needed to accomplish the job to include: locate mains, manholes, street pipes, street valves, and new streets. This information is provided by the mainframe, street atlas, and grid maps.
- Communicates with other emergency personnel (Fire, (North Charleston Fire Department (using 800 MHz radio), Police (dedicated telephone line), EMS).
- Provides security and safety surveillance.
- Maintains record keeping systems for verification of field associates work orders/requests.
- Create work orders as needed and maintain two-way radio and telephone communications for purpose of disseminating information to field associates at job sites.
- Accurately communicates policies, rates, fees, and procedures to customers as requested.
- Analyze situations accurately and adopt an effective course of action.
- Maintain current knowledge of routes and locations to assure timely services and accurate information.
- Work cooperatively with others.
- Monitor pump station alarms using the SCADA system and Dialer and personal computer.
- Receive and coordinate information from various departments to post the weekly on-call schedule.
- Respond to all messages.
- Follow up on all pending and recommended work with customer utilizing the pending work log and update customer files.
- Must be able to work varied shifts as scheduled between the hours of 7am to 11pm.
- Communication Skills: You will be listening and speaking to people by radio and phone, often in some state of distress. Your ability to listen, speak plainly and communicate effectively will be necessary.
- Ability to Multitask: Dispatchers often are moving a lot of people around at the same time, tracking their movements and keeping tabs on what they need.
- Problem-Solving Skills: You will need to be able to prioritize the most important situations, and think quickly on your feet.
- Required to work during emergency conditions.
- Regular attendance is required.

- Job performance must conform to all CWS policies and procedures.
- Specific knowledge of CWS Environmental Management System Policy and Procedures.

Additional Duties

- Research, and explain of billing and account information to customers.
- Interacting with staff to assure proper disposition of customer service requests.
- Analysis, comprehensive research, accurate calculation, proper documentation, and proper distribution of various daily reports, account updates, account balances, and requests for field service work necessary to maintain the overall billing process within a fixed schedule.
- Assist with training newly assigned associates.
- May compile and input account records.
- Performs other related duties assigned.

Physical Requirements, Activities, and Working Conditions

- Frequent sedentary work with constant maneuvering to include reaching, pulling objects, and rotating body while in a sitting position.
- Occasionally positions self to exert up to 25 lbs. of force to lift and transport objects. Objects greater than 50 lbs. require a two-person operation.
- Ability to effectively use personal computers with printer; typewriter; telephone; calculator; copy machine; fax machine; two way radio; drive through apparatus; microfiche with reader and printer; and assigned software.
- Ability to distinguish subtle or slight changes in pitch or noise level.
- Ability to understand and execute complex written and oral instructions.
- Ability to observe and comprehend computer/terminal screens for information dispatch. Ability to express or exchange ideas and detailed information by means of written and oral communications with customers and staff.
- Ability to identify, reach and handle documents as required to perform the essential job functions and to maintain an accurate record keeping system.
- Ability to perform tasks during extended periods while seated or standing.
- Must be able to wear Personnel Protective Equipment (PPE) as defined in the Job Safety Analysis (JSA) to perform the required essential functions. Constant communication via telephone in a call center environment. (Contact Center Only)

Education and/or Experience

- Three (3) years of customer contact experience in a related field. HS Diploma or GED preferred.
- Prefer experience as a dispatcher in a business office or in a related field.
- Must demonstrate a working knowledge of written and verbal communication skills.
- Computer and related software applications knowledge with printer, calculator, copier, and facsimile machine and the general use of business math.
- Able to function independently in a multi-task environment, as well as a part of a team. The ability to write clearly and spell correctly
- The ability to establish priorities and pass on information as needed
- Geographical knowledge of service area or map reading skills
- Must have clear, audible voice capable of being projected over telephone and radio.
- Prior work record indicating dependability and conscientiousness.

Licenses, Certifications, Registrations

- This position does not require special designations.

Training Needs:

- OSHA and Departmental safety training as required.
- Skills Based Training.
- Standard Operating Instruction (SOI) per department requirements.
- ISO 14001 standards for department and company.
- See Department Competency and Training Matrix for this position.

Potential Career Path:

ELIGIBILITY FOR PROMOTION TO VARIOUS POSITIONS THROUGHOUT THE COMMISSION DEPENDS UPON INDIVIDUAL QUALIFICATIONS, AND NOTED JOB PROGRESSIONS ARE NO GUARANTEE OF CAREER PATH TO THESE OR ANY OTHER JOB(S) AT THE COMMISSION.

- Dispatcher Coordinator
- Call Center Coordinator

Computer Skills: Intermediate

To perform this job successfully, an individual should have a working knowledge of Microsoft Windows, Outlook, Excel and Word or similar software.

Mathematical Skills: Intermediate

Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations. Ability to calculate figures such as discounts, interest, area, circumference and percentages with or without a calculator.

Supervisory Responsibilities: None

This job has no supervisory responsibilities.

Safety Sensitive Position: Yes

This position falls under our Substance Abuse Policy and is subject to: post-accident, reason suspicion, random, periodic, and pre-employment alcohol/controlled substance testing. For additional information about safety sensitive drug testing, see CWS Substance Abuse Policy and Procedures.

Decision-making Authority: Procedural/Routine (Non-Exempt)

Follows routine procedures and makes minor decisions within prescribed guidelines. Refers non-routine issues to management.

Reasoning Ability: Intermediate

Ability to apply common sense understanding to carry out general written or oral instructions where only limited standardization exists. Ability to interpret a variety of general instructions furnished in written, oral, diagram or schedule form.

Language Skills: Intermediate

Ability to comprehend general instructions. Ability to read and understand safety manuals, operating and maintenance instructions and procedure manuals. Ability to write routine reports and business correspondence. Ability to effectively present information in small group situations with coworkers and the general public. Ability to respond to common inquiries or complaints from the general public.

Environmental Sensitive Position: Yes

Charleston Water System is an ISO 14001 Certified company promotes activities which support environmental protection, prevention of pollution, positive impacts on human health, and continual improvement to work processes and the environment. The carrying out of the job requirements as herein described present the potential to significantly impact the environment. Therefore, specific knowledge and application of CWS Environmental Management System (EMS) policies, procedures and instructions are needed to carry out the job requirements.

NOTE: THE COMMISSION RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE CWS DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL." THE AFOREMENTIONED JOB REQUIREMENTS MAY BE CHANGED BY THE COMMISSION TO COMPLY WITH APPLICABLE FEDERAL OR STATE LAW.