

Fayetteville Public Utilities

Job Description Summary

Position: Dispatcher/Customer Service Representative

Summary of Responsibilities:

- Monitors and analyzes system data for all utilities (Electric, Gas, Water, Wastewater, and Telecom) and renders prompt, courteous, and reliable customer service.
- Answers incoming phone calls in a prompt, courteous, and efficient manner ensuring that all calls are properly completed.
- Creates, maintains, and coordinates a service-order-based dispatching system.
- Dispatches servicemen, as needed, to handle and restore service to consumers, including utility outages and other problems.
- Maintains radio communication with field personnel regarding routine activities and emergency outages.

Experience:

- A high school diploma or General Educational Development (GED) is required.
- Minimum of one-year prior experience in a related position is preferred.
- Previous utility, dispatch, or customer service experience is preferred.

Qualifications:

- Must live within a 25-mile radius of the FPU office if serving in the capacity of an “on-call” employee or willing to move within six (6) months. Employees who are not considered “on-call” employees will not be subject to any residency requirement.
- Knowledge of the gas, water, wastewater, telecom, and electric utility industries or the ability to obtain that knowledge is required.
- Must have the ability to manage multiple tasks simultaneously and to work with technical information.
- Must be able to read/interpret mapping/GIS software for giving directions or for locating places in surrounding areas via satellite imagery/GIS mapping.
- Must pass a drug test as required by federal regulations.

Working Conditions:

- This is performed inside 98% of the time.
- Work is performed in a climate-controlled professional office environment.
- **Must be able to work days, nights, weekdays, weekends, and holidays. Sometimes required to work a night shift and a day shift in the same week.**
- **Dispatch is a 24/7 operation. Must be willing to cover other shifts occasionally, on a short notice basis.**
- **Must be able and willing to work solo shifts. Night and weekend shifts are typically worked by one employee.**

FPU will not employ any persons who, at the time they may be considered for employment, are a part of the immediate family of any current FPU Board member or elected official of the City of Fayetteville, Tennessee.