

DOMINION HOPE

JOB DESCRIPTION

TITLE: Service Dispatcher

CODE NO.: 00312

GRADE: 006

REPORTS TO: As Assigned

DATE: August 15, 2010

RESPONSIBILITIES:

Perform various duties incidental to receiving and dispatching customer orders and maintaining customer service.

ASSIGNED DUTIES:

1. Contact customers prior to service call to see if home and notify of, or reschedule, service call.
2. Receive telephone calls from customers and dispatch gas service representatives as required.
3. Answer customer inquiries, explain Company policies and procedures.
4. Operate customer information system and mobile data dispatching system to obtain and update information, and to create and assign work.
5. Prepare service orders, sort cards by zone, and create log sheets for next day's business.
6. Monitor SCADA System and notify appropriate person of gas system problems. Monitor and adjust pressures as required.
7. Maintain a current list of supervisors on call and review daily personnel available for dispatch. (In case of an emergency, Service Dispatcher will be expected to call out employees from a selection list provided by Management. All other call outs will be made by/thru the supervisors on call.)
8. Prepare records and reports as required.
9. May perform other duties as required in higher or lower classifications.