

ADMIN. COORDINATOR I - DISPATCH



Utilities | Utilities Administration

SUMMARY

Provide support services for the Utilities Department. Receive and dispatch incoming routine and trouble calls for electric and gas utilities. Process work orders and other routine tasks that may or may not be related to dispatch.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

Willingness to work extra hours or during emergencies as required.

Uncommon schedules or shift work may be required.

SHIFT

7 a.m. to 4 p.m.

LOCATION

Houma Service Complex

REPORTS TO

Utilities Director

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Frequent interactions with members of the public and vendors

EMERGENCY EVENTS

Required to work during emergency events.

Questions? No problem! Email us at employment@tpcg.org.

ESSENTIAL FUNCTIONS

- Prepare and process various routine records, logs, and reports, such as for phone calls, work orders, trouble calls, etc.
- Coordinate communications and requests from mobile units.
- Communicate with customers and vendors.
- Schedule appointments and dispatch work crews.
- Generate and manage work orders.
- Perform other duties as assigned by supervisor.

GENERAL REQUIREMENTS

- Effective verbal and written communication skills.
- Knowledge of telephone use and radio procedures.
- Knowledge of personal computers and internet-based work order systems and the ability to learn new applications with limited assistance.
- Ability to share responsibilities in handling the workload.

EDUCATION, EXPERIENCE, AND LICENSES

- High school diploma or GED certification required.
- Knowledge or experience in the same or similar type of position desired.
- Computer-oriented with Microsoft Office experience desired.
- Internet-based work order system experience desired.
- Any equivalent combination of training and/or experience may substitute.