



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....:	Administrative Coordinator I - Dispatch
DEPARTMENT.....:	Utilities
DIVISION.....:	Administration
CLASSIFICATION/GRADE.....:	Administrative Coordinator I/104
REVISED.....:	01/2022
REPORTS TO.....:	Utilities Director
REVIEWED.....:	01/2022
WAGES.....:	Non-Exempt (Hourly)

SUMMARY:

Work in this position consist of providing support services for the Utilities Department. Primary functions of the position focus on receiving and dispatching incoming routine and trouble calls for the electric and gas utilities. Incumbent must be capable of handling emergency situations and customer complaints tactfully. Processing of work orders and other routine tasks related or unrelated to dispatch may be assigned. Uncommon work schedules or shift work may be required in the future. As with all Utilities' positions, response at any time may be required to assist with the workload or in emergencies.

BASIC FUNCTIONS:

1. Prepares and processes various routine records, logs and reports such as for telephone calls, work orders, trouble calls, etc.
2. Coordinates communications and requests from mobile units.
3. Communicating with customers, vendors, appointment scheduling, generating work orders and work order management, and dispatching work crews.
4. Performs other miscellaneous tasks as required by Supervisor.

OTHER REQUIREMENTS:

1. Answering the telephone and communicating with customers and vendors in a polite and professional manner.
2. Effective verbal and written communication skills.
3. Good working knowledge of using telephones and radio procedure.
4. Willingness to work extra hours or during emergencies as required.
5. Punctuality and regular work attendance.
6. Working knowledge personal computers, internet-based work order systems, and ability to learn new applications with limited assistance.
7. Demonstrate the ability to share responsibilities in handling the workload.

EDUCATION/EXPERIENCE:

1. High School Diploma or GED equivalent.
2. Some knowledge and experience in the same or similar type of position is desirable.
3. Computer oriented with MS Office experience desired.
4. Internet based work order system experience desired.
5. Any equivalent combination of training and/or experience may substitute.