

Notice of Job Opening

TO: All Districts

From: Amy Tipton

Date: December 18, 2025

DISPATCHER

Position is being offered Internally and Externally

Southwest Tennessee Electric Membership Corporation has an opening in the Brownsville office for a 3rd Shift DISPATCHER for the 11:00 p.m. to 7:00 a.m. shift. This team member will assist and provide clearances for engineering and operations personnel in the field, ensuring the safety of personnel, reliability of the system, and accuracy of documentation. Secondary responsibilities will include tracking statistics and system abnormalities, as well as other duties as assigned.

Essential Duties:

Manage calls and report outages either directly or with the aid of a computer. Contact appropriate operations personnel and assist in diagnosis of the outage cause and assist in obtaining and coordinating additional field assistance, when required. Record and track outage cause data accurately. Operate SCADA system at the direction of others; issue, record and release Clearance Orders to Cooperative personnel. Provide updated information to members concerning outages. Maintain records of outages, including locations, causes and durations; prepare monthly statistics used for reporting power system performance. Operate and observe Cooperative camera system. Appropriately transfer Dispatching duties to and from dispatchers working adjacent shifts and to after-hours dispatching contractor when necessary. Must be able to maintain flexible scheduling to cover other dispatchers or rotate shifts, as necessary. Manage and/or transfer non-outage related calls, answer questions regarding bills and services, etc. Monitor reconnects, prepay account reconciliations, monitor and test performance of Cooperatives radio communications system.

General requirements are as follows:

High school diploma or equivalent required. Dispatching, electrical systems experience preferred. Commercial courses in human relations, typing, accounting and data processing are desirable. One to two years in general office or clerical work in public contact position. Be able to operate personal computer, have good telephone skills, speak clearly and understandably and able to explain situations and give directions clearly and concisely. Must be able to work effectively under pressure.

Physical Requirements and Working Conditions:

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties. Visual acuity, manual dexterity, sitting for extended periods of time, occasional standing, walking, stooping, bending, and lifting to twenty pounds. Inside work in heated/air-conditioned private office. Normal 5-day, 40-hour work schedule. Normal work pace is low pressure, however, during severe outages, work becomes fast paced and high pressure. Occasional overtime is required.

Benefits include health, dental, life, and LTD insurance, 401K, paid vacation, sick leave, and holidays. An application must be submitted to any Southwest Tennessee EMC office, or downloaded from our website at stemc.com and e-mailed to atipton@stemc.com or sdinkins@stemc.com by Friday, January 2, 2026, at 5:00 p.m. An equal opportunity employer male/female/disabled.