



Southwest Tennessee Electric
MEMBERSHIP CORPORATION

Job Title:	Dispatcher-Permanent Part-Time	FLSA Status:	Non-Exempt/Hourly
Reports to:	Manager of Dispatch and GIS	Pay:	Negotiable
Training:	Provided	Travel Required:	None
Position Type:	Part-Time	Residency Requirement:	1-Hour
Location:	Corporate Headquarters 1009 East Main Street Brownsville, TN 38012	Location Type:	In-Office

Applications Accepted By:

EMAIL:

To: atipton@stemc.com and
sdinkins@stemc.com
Subject: Dispatcher-Permanent Part-Time

ONLINE APPLICATION:

www.stemc.com/careers

Deadline for applications: October 8, 2026

POSITION SUMMARY

This position is tasked with monitoring and operating the electric system during normal and abnormal conditions. Primarily, 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. The standard schedule for this position will include 3 8-hour (24 hours). These days may vary. Standard workdays include weekends and holidays.

ESSENTIAL DUTIES/RESPONSIBILITIES

1. Manage calls and report outages either directly or with the aid of a computer.
2. Contacts appropriate operations personnel and assists in diagnosis of the outage cause.
3. Assists operations personnel in obtaining and coordinating additional field assistance, when required.
4. Record and track outage cause data accurately.
5. Maintain flexible scheduling. From time to time, it will be necessary to work additional hours to cover leave of other dispatchers or rotate shifts, as necessary.
6. Operates the Cooperative's SCADA system at the direction of others.
7. Issue, record, and release Clearance Orders to Cooperative personnel.

8. Provides updated information to members concerning outages.
9. Maintains records of outages, including locations, causes, and durations.
10. Prepare monthly statistics used for reporting power system performance to the Cooperative Board.
11. Operate and observe Cooperative's camera system.
12. Appropriately transfer Dispatching duties to and from dispatchers working adjacent shifts.
13. Other Responsibilities
 - a. Manage and/or transfer non-outage-related calls and answers questions regarding bills, services, etc.
 - b. Member reconnects.
 - c. Prepay account reconciliations.
 - d. Upkeep of databases, e.g., phone number databases.
 - e. Monitor and test performance of Cooperatives radio communications system.
 - f. Other clerical, data collection, or administrative duties as assigned.

WORKING RELATIONSHIPS:

INTERNAL

1. Manager of Dispatch and GIS – To confer with and receive instruction on matters involving outages and operation of the system.
2. Director of Operations – To confer with and inform on matters involving outages and operation of the system and utilization of field operations personnel.
3. Line Foreman – To confer with and inform on matters involving outages and operation of the system and utilization of field operations personnel.
4. System Engineer – Substation/Metering – To confer with and inform on matters involving outages and operation of the system regarding substations.
5. GIS and Compliance Coordinator – To confer with and consult regarding mapping and computer systems.
6. Manager of Engineering Services – Coordinate outage reporting during storms.

EXTERNAL

1. Member and the General Public – To promote excellent public relations with our membership through courteous and efficient telephone communications.
2. Municipal, County and State Officials – Build and maintain healthy relationships and promote public safety through prompt and accurate communications of outage events.
3. TVA – To consult with and inform regarding outage events and clearances.

EQUIPMENT USED:

Computer, Phone, Printer, Porche IVR System, MotoTrbo Radio System

SOFTWARE USED:

Microsoft Office Products, CSA Billing and MDM System, MyUsage, Survalent SmartVu, Milsoft Products, Partner Software, Geovision.

EDUCATION DEGREES, CERTIFICATES, LICENSE, AND/OR TRAINING:

Required: High School diploma or equivalent

Preferred: Dispatching Experience; Electrical systems experienced; Commercial courses in human relations, typing, accounting, and data processing are desirable and one to two years of experience in general office or clerical work in public contact position.

MINIMUM REQUIRED EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be able to operate personal computer.
- Must have good telephone skills.
- Must be able to speak clearly and understandably.
- Must be able to explain situations and give directions clearly and concisely.
- Must be able to work effectively under pressure.

PHYSICAL DEMANDS: *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 up to twenty pounds.

WORKING CONDITIONS

Inside work in heated/air-conditioned private office. Normal 5-day, 40 hours work schedule. Normal work pace is low pressure, however, during severe outages, work becomes fast paced and high pressure. Occasional overtime is required.

IMPORTANT

This position description is not intended to be all-inclusive. An employee will also perform other reasonable related business duties as assigned by immediate supervisor and other management as required.

STEMC reserves the right to revise or change the description and specifications as the need arises.

This position description does not constitute a written or implied contract of employment.

Employment is contingent upon successful completion of employment authorization verification under Tennessee law.

Southwest Tennessee Electric Membership Corporation is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other status protected by applicable law.

Southwest Tennessee Electric Membership Corporation participates in Tennessee's Drug-Free Workplace Program. Applicants will be required to submit to pre-employment drug testing.

Effective Date	09/24/2026
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