

ELECTRIC TROUBLE DISPATCHER, 3828  
SENIOR ELECTRIC TROUBLE DISPATCHER, 3829  
PRINCIPAL ELECTRIC TROUBLE DISPATCHER, 3830

Summary of Duties : Receives and analyzes electric trouble complaints and dispatches personnel and equipment to make repairs and restore service; schedules and issues clearances required to work on and maintain the Department's distribution system; or assigns, reviews and evaluates the work of a small group of electric trouble dispatchers engaged in such work on an assigned shift; or plans, organizes, directs and coordinates the work of the entire electric trouble dispatching unit; may apply supervisory principles and techniques in building and maintaining an effective work force; may fulfill affirmative action responsibilities; and does related work.

Distinguishing Features : An Electric Trouble Dispatcher is responsible for obtaining information regarding interruption of electrical service through computers and telephone and radio conversations with customers, City personnel and the public. Employees must analyze the information, determine the nature, location, and extent of trouble, and dispatch personnel and equipment required to repair the trouble.

A Senior Electric Trouble Dispatcher supervises all the activities of a single shift of electric trouble dispatchers. An employee of this class may perform dispatching and related duties in the more difficult and complex operations. Senior Electric Trouble Dispatchers assist the Principal Electric Trouble Dispatcher in the preparation of regular and special reports, the planning and implementation of training programs, and in the development of policies and procedures. Incumbents may act for the Principal Electric Trouble Dispatcher in the absence of the Principal.

A Principal Electric Trouble Dispatcher reports to a Transmission and Distribution District Supervisor and is responsible for planning, organizing, directing and coordinating the activities of the electric trouble dispatching unit. An employee of this class reviews and approves logs and records, analyzes records and furnishes information for use in planning electrical maintenance and repair activities. A Principal Electric Trouble Dispatcher functions as the liaison between the electric trouble dispatching unit and other Department of Water and Power and City organizations.

As bona fide supervisors, incumbents in the classes of Senior Electric Trouble Dispatcher and Principal Electric Trouble Dispatcher are responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances, evaluation of performance and approval of time-off requests.

Employees of all three classes must stand by for emergency duty and be on call during a twenty-four hour period on assigned working days.

They are involved in extensive public contact and must work under considerable pressure in emergency situations.

Examples of Duties : Electric Trouble Dispatcher : Receives electric trouble complaints and information through a computer and by telephone and radio from customers, the public, governmental agencies, and other department personnel; answers requests for advice and assistance and provides information relating to various aspects of electric service; completes customer complaint forms; ascertains nature and extent of reported trouble, determines probable repairs and number of personnel needed and assigns complaints to proper district for investigation and repairs; reviews 34.5kv switching plans for accuracy; determines amount of electrical load involved, transferring of load, de-energizing and energizing of equipment, and proper sequence of field switching operations; initiates and directs necessary switching and paralleling operations on primary circuits to assure continuity of service and to maintain economical, reliable and safe operating conditions; issues clearances and approvals required to work on energized distribution circuits;

Insures that field personnel comply with operating orders, bulletins and other regulations; alerts supervisors when unusual maintenance or emergency repairs are necessary; plans and schedules future distribution line and equipment switching procedures; isolates faulty circuits and equipment and restores circuits to operation following repairs;

Maintains telephone or radio contact with field personnel until completion of job; maintains computerized logs and reports of personnel and equipment assigned, type and location of field activity and work progress; contacts industrial and commercial customers regarding proposed outages; maintains logs and records of instructions given to field personnel and reports received from them; prepares written reports regarding the revision of distribution system and street light circuit maps, diagrams, and blueprints; records information from field in cases involving damage or potential damage lawsuits; prepares various written reports; may assist in training other Electric Trouble Dispatchers; may assist in developing data bases and software for computer-assisted dispatching.

Senior Electric Trouble Dispatcher : Assigns, reviews and evaluates the work of electric trouble dispatchers on one shift engaged in the above activities; determines the nature and extent of trouble and handles the more difficult and unusual dispatching operations; plans, directs and approves the more difficult or complex switching and paralleling sequences and the issuance of clearances on distribution equipment; instructs employees in the proper method of handling complaints and dispatching personnel in the field; insures that subordinates and other personnel comply with Operating orders, bulletins and other regulations; prepares and approves various written reports including revisions in circuit maps, diagrams and blueprints for dispatching and field use; researches records, reports and documents to assist others

engaged in resolving claims, damages and injuries resulting from or related to electric trouble occurrences and/or maintenance operations involving distribution facilities and equipment; instructs and trains Electric Trouble Dispatchers in the proper use and application of the trouble computer system; reviews and approves the accuracy of typed transcriptions of the daily trouble log and other documents prepared by electric trouble dispatchers; communicates equal employment/affirmative action information to employees; applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating and disciplining subordinates; assists employees in preparing for promotion as described in the City's Affirmative Action Program; assists the Principal Electric Trouble Dispatcher in preparing reports of operations for all shifts by compiling operational and statistical reports; may prepare and conduct a training program for Electric Trouble Dispatchers.

Principal Electric Trouble Dispatcher : Plans, directs, and coordinates, through subordinate supervisors, all electric trouble dispatching unit activities; establishes and administers necessary staffing levels; coordinates load curtailment program with the Department of Water and Power's Energy Control Center and with the Police, Fire and other City Departments; reviews and evaluates the performance of the Electric Trouble unit to assure compliance with policies, procedures and operating orders to insure protection of personnel and equipment; develops and recommends changes in operating policies and procedures; directs and coordinates the development, implementation and maintenance of a computer based management system for electric trouble dispatching; reviews logs, and analyzes records reports, and maps maintained and prepared by dispatchers; prepares routine and special reports of operations; confers with section supervisors regarding current status of facilities, lines and equipment; schedules and assigns patrol personnel to commercial stations to instruct plant engineers in the operation of electrical equipment; plans and directs dispatching group training programs; communicates equal employment/affirmative action information to employees; applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates; assists employees in preparing for promotion as described in the City's Affirmative Action Program.

All Classes : May be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications :

	Senior	Prncpl
Electric	Electric	Electric
Trouble	Trouble	Trouble
Disptchr	Disptchr	Disptchr
<u>Knowledges</u> :		
Principles, techniques, procedures, nomenclature, and types of lines		

and equipment used in the maintenance and repair of electric distribution and street lighting systems and in residential, commercial or industrial installations	Good	Good	Good
Types and causes of trouble common to electric distribution, street lighting and customers' lines and equipment;	Good	Good	Good
Geography of the City of Los Angeles, especially as related to electric distribution districts and other subdivisions;	Good	Good	Good
Safety principles and practices;	Working	Good	Good
Other City departments such as police and fire, and of the 911 emergency system as needed to direct customers' calls;	Working	Good	Good
Supervisory principles and practices including planning, delegating and controlling the work of subordinates;		Good	Good
Techniques of training, instructing and evaluating subordinate work performance;		Good	Good
Techniques for counseling, disciplining and motivating subordinate personnel;		Good	Good
Procedures for grievance handling;		Good	Good
<u>Knowledges</u> :	<u>Electric Trouble Disptchr</u>	<u>Senior Electric Trouble Disptchr</u>	<u>Prncpl Electric Trouble Disptchr</u>
Supervisory responsibility for EEO/AA as set forth in the City's Affirmative Action Program;		Good	Good

Laws and regulations related to equal employment opportunity and affirmative action;		Working	Good
Memoranda of understanding as they apply to subordinate personnel.		Working	Good
Operating Orders of the Department of Water and Power;	Working	Working	Working
Organization, functions, and working rules of the Department of water and Power;	General	Working	Good
City personnel rules, policies and procedures;		General	General
	Electric Trouble Disptchr	Senior Electric Trouble Disptchr	Prncpl Electric Trouble Disptchr
<u>Abilities :</u>			
Determine the nature, cause, location, and urgency of electric trouble and to analyze and interpret customer complaints regarding electric service;	X	X	X
Make independent decisions regarding work loads, type of trouble, personnel assignment, and availability of equipment;	X	X	X
Read, write and fluently speak English;	X	X	X
	Electric Trouble Disptchr	Senior Electric Trouble Disptchr	Prncpl Electric Trouble Disptchr
<u>Abilities :</u>			
Read and understand various geographical maps;	X	X	X
Read and interpret various reference guides such as operating orders, safety tag log books and clearance books;	X	X	X

Read, understand and maintain electric system schematic maps, diagrams, and blueprints;	X	X	X
Communicate tactfully and effectively by radio and telephone with customers, fellow employees and the public;	X	X	X
Speak clearly and concisely over the telephone and radio;	X	X	X
Keep accurate records and prepare clear and concise reports;	X	X	X
Assign, review and evaluate the work of electric trouble dispatchers;		X	X
Instruct and supervise employees;		X	X
Plan, direct and coordinate the work of several shifts of trouble dispatchers;			X
Secure a high degree of cooperation with other units of the Power System.			X

Four years of full-time paid experience in the construction, operation, maintenance, or repair of electrical transmission and distribution equipment, street lighting electrical equipment, or electrical systems used in residential, commercial, or industrial installations is required for Electric Trouble Dispatcher.

Two years of full-time paid experience as an electric trouble dispatcher is required for Senior Electric Trouble Dispatcher.

Two years of full-time paid experience as a Senior Electric Trouble Dispatcher or four years of full-time paid experience as an electric trouble dispatcher is required for Principal Electric Trouble Dispatcher.

Physical Requirements: Strength to perform lifting up to five pounds and occasionally over fifteen pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in these classes. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.