**NOTICE OF POSITION VACANCY**

**DISPATCHER**

**POSITION TITLE: Dispatcher**

**RECRUITMENT DATES: January 10 – 24, 2025**

**FLSA STATUS: Non-Exempt**

**SALARY**: **Depending On Experience**

**JOB TYPE**: **Part-Time (Maximum of 29 hours a week)**

**LOCATION**: **Canton Municipal Utilities (CMU)**

Receives, analyzes, and prioritizes incoming work, including in-coming emergency and non-emergency calls and priority work, and promptly assigns and dispatches to the appropriate field resource to fulfill customer commitments or to mitigate and/or correct potential and real emergency situations in a timely and professional manner; maintain and complete dispatch records and to perform related work as required; work is reviewed regularly by supervisor.

**THE ESSENTIAL DUTIES:**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

*Examples of essential duties include:*

* Answer telephone and CMU radio
* Greet public at Service Center
* Monitor SCADA
* Maintain service call log
* Sort and distribute mail
* Ensure paper is stocked in copier and SCADA printer
* Clean coffee room and restock each night
* Maintain interior plants
* Arrange meeting room as needed
* Check and lock all doors and gates
* Ensure appropriate communication with management as situation dictates
* Dispatch service calls to and providing support to field crews including but not limited to customer information, service orders information, backup assistance, etc.
* Responds to inquiries from internal and external customers including the Customer Call Center, other Canton Municipal Departments, as well as municipal, state and emergency service agencies.
* Effectively plan, schedule, manage and coordinate daily work activities of multiple crews
* Coordinate work across several departments
* Ability to understand company software and computer applications
* Strong multi-tasking abilities
* Communicate effectively both orally and in writing utility emergencies to management and service crews
* Work independently using sound judgment and logic
* Has strong interpersonal skills and ability to work in a team environment
* Ability to work under pressure and possibly high volumes of work accurately
* Any other duties as assigned by Supervisor

**Physical and Mental Requirements:**

* Sitting (90%), walking (10%), bending, lift minimum 20 lbs., clear speaking voice, monitor gauges above eye level
* Positive attitude, must be alert and attentive to details pertaining to Canton Municipal Utilities’ service and safety of employees.

**Working Conditions**

* Business casual office environment (no shorts, t-shirts with lettering or designs, sweat suits, halter tops/dresses or strapless tops/dresses)
* Normal work days and hours are Saturday & Sunday from 12:00 a. m. to 8:00 a. m. but work schedule could/may vary.

**Equipment Used:**

* Computer, typewriter, copy machine, fax machine, calculator, laminator, label maker, shredder, telephone, Canton Municipal Utilities’ radio

**Education, Training & Experience:**

* High School diploma or GED. College courses preferred
* Valid MS driver’s license
* 5 years solid, verifiable work experience in a field organization

**Work Habits:**

* Organized, accurate, follow instructions, ability to prioritize work, demonstrate sound judgment in utility emergencies

**How To Apply:**

* **Interested applicants must submit a cover letter and resume’ to:**

**ATTN: Director, Human Resources - CMU**

**127 West Peace Street**

**Canton, MS 39046**

**Email To:** [**hr@cmu.com**](mailto:hr@cmu.com)

* **Resumes’ must be received by 5:00 p.m. on the closing date of this announcement January 24, 2025.**

***CMU provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.***

**P. O. BOX 114 127 WEST PEACE STREET CANTON, MISSISSIPPI 39046 (601) 859-2921**

***www.cmu.com***