

**RIO GRANDE ELECTRIC COOPERATIVE, INC.**

**PART TIME CALL CENTER DISPATCHER  
JOB SPECIFICATIONS**

**QUALIFICATIONS:** Must have a strong working knowledge of computers including a full range of Microsoft Office applications, along with the ability to learn various software packages. Must communicate with fellow employees and the general public in a courteous and efficient manner to insure all incoming calls and questions are answered professionally and promptly. Must have a strong command of the English language and the ability to communicate information to customers and staff.

**JOB RESPONSIBILITIES:** Provides efficient and courteous service in the receiving and directing of all communications. This will include Telephone & Satellite Radio communications. Prepare & Log daily reports using computer spreadsheet. Clean & maintain work area. Report all pending communications to supervisor and to next shift. Performs additional duties related to the Cooperative that are deemed essential by supervisor and/or management.

**ABILITIES AND SKILLS:** Excellent English oral and written skills are required, along with the ability to handle upset customers in a friendly and courteous manner. Must be able to provide information and assistance to fellow Cooperative personnel. Must be detailed-oriented, self-motivated and able to organize work efficiently. Must possess a valid Texas Driver's License and be insurable with the Cooperative's insurance carrier.

**COMMENTS:** Full-time and Part-time positions require working in an office environment, with occasional overtime. Position will be located at the Cooperative headquarters in Brackettville, Texas. After an offer of employment has been made, a physical examination is required which includes both alcohol and drug testing.

Is there anything that would keep you from meeting the job requirements as outlined above?

Yes       No

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Signature and Date