



Volunteer Energy Cooperative

POSITION OPENING NOTIFICATION

(Internal/External)

Position

Control Room Operator/Dispatcher Trainee Level I
(Non-Exempt)

Posting Date

January 9, 2026

Department

Cooperative and Member Services

Location

Corporate

SUMMARY

The Dispatch / Control Room Operator Trainee is responsible for learning and supporting the safe, efficient, and reliable operation of the VEC electric distribution system. This position plays a vital role in monitoring system performance, coordinating field operations, and delivering exceptional customer service. Under close supervision, the trainee will complete a structured training program to gain the technical knowledge and practical skills necessary for full performance in the role.

The trainee will operate and monitor advanced systems such as SCADA, OMS, AMI, and GIS; respond to member inquiries and emergencies; and coordinate with field crews and internal departments to ensure service reliability and safety.

ESSENTIAL DUTIES AND RESPONSIBILITIES

System Monitoring & Operations

- Monitor and control the VEC electric distribution system using SCADA, OMS, AMI, and AVL systems.
- Analyze SCADA, OMS, and other data to restore interrupted power and ensure safe, efficient, and economical operations.
- De-energize, clear, and tag lines and equipment with proper “hold” or “caution” orders for maintenance or construction.
- Coordinate and control switching activities, including preparation and verification of switching instructions.
- Inspect substations, report faulty equipment, and maintain daily logs of work activities.
- Perform field inspections and switching as assigned.
- Troubleshoot and restore power due to equipment failure or weather-related outages.
- Operate audiovisual equipment displaying OMS, SCADA, AVL, and security camera feeds.
- Assist in facility monitoring through video surveillance and alarm response.
- Update reports, maps, drawings, logs, and OMS outage models as necessary.
- Learn to read and use substation drawings and equipment manuals.

Dispatch & Communication

- Dispatch VEC and contract personnel for routine and emergency work.
- Initiate call-outs using VEC's call-out procedures and systems.
- Provide service personnel with detailed information (e.g., nature of problem, address, meter number, transformer size).
- Maintain contact with field personnel and relay messages via two-way and trunked radio systems.
- Complete daily radio checks and dispatch work assignments.
- Coordinate with 911 services and other agencies as needed.

Customer & Member Services

- Respond to member calls professionally and courteously, providing accurate information and assistance.
- Provide after-hours support, including account inquiries, payment processing, and outage updates.
- Guide members through basic troubleshooting during power issues.
- Direct members to appropriate departments or districts for specific concerns.
- Coordinate with contractors and electricians for new builds and maintenance.
- Assist customers with billing and account information after hours.

Administrative & Clerical Support

- Maintain accurate logs, reports, maps, and drawings.
- Create and process work orders and service orders (e.g., damages, vegetation management, maintenance).
- Update and maintain on-call lists and shift schedules.
- Process daily outage reports and maintain outage records.
- Provide administrative support to the various departments within the organization, including Cooperative and Member Services, System Operations, System Planning and Engineering.
- Assist in special projects as needed.

Training & Development

- Complete the Control Room Operator/Dispatcher training program, including job-related correspondence courses.
- Learn to de-energize, clear, and tag lines and equipment using proper "hold" or "caution" orders.
- Assist in reading metering devices, checking protective relays, and responding to station alarms.
- Learn to troubleshoot and restore power during equipment failures or weather-related outages.
- Assist in training new personnel once fully trained and qualified.

JOB QUALIFICATIONS

EDUCATION AND/OR EXPERIENCE

- **Prior to Entry.**
 - High School diploma or GED required.
 - Two-year degree from technical school or two years' experience in a technical field preferred.

- Requires knowledge, judgment, and application of utility operations principles to evaluate, communicate and assist in the restoration of electric systems and to maintain utility information and records.
- Must have a valid Tennessee Driver's License.
- Minimum of two years' experience in customer service or emergency services environment preferred.
- One year of experience in a utility dispatch department preferred.
- Experience in one of the following roles is highly desirable: Instrument & Control Technician, Maintenance/Plant Operator, Electronic Technician, Journeyman Lineman, Field Inspector, Relay/Control Wiring Technician, Electrician, Meter Technician, Meter Tester, or Distribution Designer.
- Military experience in power systems or equivalent utility experience is a plus.
- Demonstrated interest in power dispatching as a career.

SKILLS AND ABILITIES

- Able to follow written or verbal directives accurately and communicate well with other employees and the general public.
- Must be able to retain information and plan, organize, and prioritize multiple tasks.
- Requires technical expertise, understanding of electric distribution systems and advanced training on complex computer systems.
- Must believe in, be sympathetic with, and be interested in furthering the Cooperative's objectives. Must understand the need for and be willing to work erratic hours and under pressure to meet various deadlines. Must be willing to accept changes brought about by the new regulations.
- The highest degree of integrity, pleasant disposition, tact, and the ability to work with all levels of cooperative personnel are essential. Must be able to handle confidential information with judgement and discretion.
- Basic understanding of electric utility systems and electrical fundamentals.
- Ability to read and comprehend electrical drawings and schematics.
- Strong verbal, written, analytical, and interpersonal skills.
- Demonstrated problem-solving skills and ability to make sound decisions under pressure.
- Ability to interpret and translate technical concepts into practical applications.
- Ability to work independently and manage multiple tasks with minimal supervision.
- Proficient in Microsoft Office and general computer literacy.
- Proficient in using two-way radios and communication systems.
- Ability to adapt to shift work and maintain professionalism under all circumstances.
- Must be able to communicate effectively in English, both verbally and in writing.
- Must have a valid Tennessee driver's license and an acceptable driving record.
- Must maintain certification in CPR and first aid and be skilled in the use of safety equipment.
- Must have access to reliable transportation to and from work.
- Vision and hearing must meet job requirements (as determined by pre-employment physical).

- Must be able to distinguish and identify critical colors used in system displays and alarms, including red, green, yellow, blue, and magenta. These colors are commonly used in operational interfaces and may be affected by color vision deficiencies such as red-green (protanopia/deutanopia) and blue-yellow (tritanopia) color blindness.
- Must be able to distinguish and identify colors including red and green.
- Must be able to work a flexible schedule and respond to unplanned service requests.

WORK ENVIRONMENT

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities (some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees).

- Participation in VEC job safety and training programs, workshops, seminars, and other VEC-sponsored events.
- Must be able to use office equipment including telephone, computer, and related software systems.
- Must be available to work during all weather conditions, weekends, holidays, evenings, and outside normal duty hours to assist in service restoration or other emergencies.
- Must maintain an operating telephone or personal communication device at their residence, accessible to VEC for routine or emergency contact.
- This position involves both indoor and occasional outdoor work.
- Must be able to lift objects unassisted (up to 30 pounds).
- Requires occasional standing, walking, climbing, balancing, stooping, kneeling, crouching, or crawling.
- Must be able to work a rotating shift schedule.

SUPERVISION EXERCISED

- None

(Note: This job description is not intended to be all-inclusive. VEC reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.)

If interested in applying, please email your resume, in pdf format, to hrdepartment@vec.org or by fax at (423) 334-7102, no later than Friday, January 16, 2026. If you are emailing your resume, please indicate the position you are applying for in the subject line of the email.

(Volunteer Energy Cooperative is an Equal Opportunity Employer/Drug Free Workplace)

<p>All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status. EOE/Drug Free Workplace</p>
