

Distribution Engineering Specialist– Night Shift Dispatcher

Location: Kingstree, SC

Schedule: 12-hour shifts (may include some rotation), including nights, weekends, holidays, and emergency response as required.

Minimum Starting Pay: \$31.58/hour

Join Our Team!

Are you a positive, team-oriented professional with strong communication skills, attention to detail, and the ability to learn and apply new concepts? Do you enjoy working with technology and supporting others? If so, Santee Electric Cooperative may be the place for you!

As a **Distribution Engineering Specialist – Night Shift Dispatcher**, you will play a critical role in supporting the Cooperative's operations by coordinating field activities, communicating with crews and member-owners, monitoring system conditions, and assisting with outage restoration efforts. Your work will help ensure the safe and reliable delivery of electric service to the communities we serve.

At Santee Electric Cooperative, you'll be part of a member-owned, not-for-profit organization dedicated to serving our communities through innovation, teamwork, and exceptional service. If you're looking for a career where you can make a difference, continue to grow, and be part of a team that supports one another, we'd love to hear from you!

Key Responsibilities:

As a Distribution Engineering Specialist –Night Shift Dispatcher, you will:

- Coordinate daily work assignments and communication with field employees, contractors, and on-call personnel.
- Receive and communicate outage, service, and emergency information to ensure a safe and timely response.
- Monitor the status and location of field crews to support efficient operations.
- Serve as a primary point of contact for members, employees, contractors, and emergency responders.
- Create and manage work requests and service orders using company software.
- Monitor system and facility alarms and notify the appropriate personnel when issues arise.
- Use mapping and operational software to support field activities and provide accurate information.
- Maintain accurate records, operational logs, and reports.
- Participate in safety training, emergency response efforts, and other required training programs.
- Perform other duties and special projects as assigned.

What We're Looking For

The ideal candidate will have:

- Excellent communication and customer service skills.
- Strong organizational and multitasking abilities.
- The ability to make sound decisions in high-pressure situations.
- Strong attention to detail and commitment to accuracy.
- The ability to remain calm and professional, especially during emergencies.
- A Team-oriented mind-set with a positive, professional attitude.
- The ability to understand complex systems and apply knowledge effectively.
- Strong computer skills and the ability to quickly learn specialized utility software.

Position Requirements

- Skills and knowledge acquired through an associate's degree with a minimum of three years of work experience in a technical area.

Preferred Qualifications

- Experience in electric utility operations, dispatch, public safety communications, customer service, or emergency response is preferred.
- Experience with utility software such as Customer Service Software, Outage Management Software, Billing Software, Mapping Software, CAD Software, or similar systems is a plus.

Computer Skills

Experience with or the ability to learn:

- Microsoft Office Suite (Excel, Word, Outlook)
- Customer Service, Billing, and Accounting Software (NISC)
- Outage Management Systems (Milsoft Dispatch & Calls Manager)
- SCADA Systems and Software
- GIS and Mapping Applications
- Staking Software (Partner)
- Automated Metering Infrastructure Software (TWACS)
- Security Systems Software

Why Join Santee Electric Cooperative?

At Santee Electric Cooperative, you'll be part of a team dedicated to safely delivering reliable electric service to our communities. We offer:

- Competitive pay
- Comprehensive benefits package
- Retirement plan
- Paid time off and holidays
- Ongoing training and professional development
- A collaborative, safety-focused work environment
- The opportunity to make a meaningful impact in the communities we serve

Apply Today

If you're ready to make a difference in the communities we serve and enjoy working in a dynamic, technology-driven environment, we encourage you to email careers@santee.org to request an application. A completed application is required for consideration.