

## Gas – Dispatcher

Formed in 1902, HG&E is a municipally owned utility that provides electricity, natural gas, and fiber optic internet services to over 18,000 customers. Our mission to our customers is simple: “We will provide competitive rates, innovative and sustainable energy solutions, reliable service, and excellent customer care.” We are currently looking for a qualified candidate to fill this vacancy.

### **DUTIES:**

Receives calls on regular telephone system and makes calls over radio-telephone to service vehicles and other appropriate personnel, dispatching them to a specific location and situation to take corrective action; operates equipment to receive and send messages; maintains proper records of messages received and sent; maintains good public relations when answering calls from citizens and performs related clerical work, including but not limited to gas meters, service billing, and ons/offers. Receive calls concerning street outages, fire calls, no heat, no light, etc., maintain radio log and other customer service records. Perform related duties as required.

### **MINIMUM ENTRANCE QUALIFICATIONS AND REQUIREMENTS:**

- Ability to communicate fluently in English, both verbally and in writing
- High School Diploma or G.E.D.
- Proficiency in general computer use and common software applications
- Excellent written & oral communication skills
- Ability to complete Dispatcher training program
- Ability to work overtime and ability respond to emergency calls as needed.
- Ability to work other work schedules and/or shifts as needed.

### **PREFERRED ENTRANCE QUALIFICATIONS:** (in addition to above)

- Bilingual (English and Spanish)
- Associates Degree in Business, Communications or related area.
- Two years previous Dispatcher experience in emergency services.
- Operator Qualification in Properties of Gas and Abnormal Operating Conditions.

### **REMARKS:**

Successful candidate must be able to pass a pre-employment physical, drug screening, and criminal background check according to DOT regulations. Position subject to random drug testing. Starting pay is according to the Guild (Union) Contract. **Posting closes on 7/30/2025.**

**To Apply:** Please submit a resume and cover letter to: [humanresources@hged.com](mailto:humanresources@hged.com)