Title: Supervisor, Gas Emergency Dispatch  
Location: Southborough, MA

Responsible for managing 24/7 Emergency Dispatch Operations Center. Schedules, monitors and manages daily work assignments for both Dispatch personnel and Company’s field operations, including the dispatching of emergency calls related to public safety. Manages the dispatching of routine service calls, handles elevated customer issues and serves as liaison between Field Operations and Customer Care. Responsible for meeting PURA/DPU compliance requirements with respect to gas emergencies, associated reporting and follow-up investigations.

Essential Functions:
- Manages the scheduling and coordination of dispatch work force personnel, on a twenty-four hour day, seven days a week basis, to meet constant fluctuating work flows, resulting primarily from customer requests and emergency conditions.
- Provides guidance and direction to determine the nature and extent of both emergency and routine trouble calls. Directs the assignment of appropriate service personnel based upon the nature of the trouble call, monitors progress and adjusts work force as needed.
- Manages dispatching policies and procedures: develops implements and monitors the effectiveness of department policies including the effect on public safety, distribution, meter service mechanics, customer service and PURA/DPU requirements.
- Collaborates with both Field Operations and Customer Care to manage the daily routing and scheduling of work orders throughout the Gas system.
- Performs emergency On-Call duties for Dispatch and Storm Duty as assigned. Oversees field activities and maintains continuity while working jointly with other members of Gas management during emergency or incident related problems to the Gas distribution system.
- Manages the daily routing and scheduling of the field operations personnel throughout the Eversource system. Develops, implements, and monitors the effectiveness of the customer servicing and work assignments.
- Manages customer information activities for Dispatch relative to Meter Services Mechanics, IT, Telecom and Customer Care regarding informational requests, meters and service requests, customer inquiries, requests to turn service on or off, service interruptions and emergencies.
- Investigates and reports on late gas emergency responses. Provides reports to PURA/DPU as required.
- Collaborates with other departments to develop enhancements and modification C2, CIS, CAD, Clickserve and related systems and equipment to meet field needs, corporate mandates, and legislation, regulation and internal control requirements.
- Maintains continuity and works jointly with other members of Eversource gas management during incident related problems to our distribution system as they pertain to public safety.
- Manages Meter Services support function that performs order closing, timesheet input, red tag policy, demolitions, coordination with Building Inspector and PT appointments.
- Reviews and approves time, purchase requisitions and invoices related to department activity.
- Develops and monitors operating budget for Dispatch support functions.

Qualifications:  
Technical Knowledge/Skills: Demonstrated leadership abilities with the capability to direct the work of others. Ability to work in a high-pressure environment. Excellent communication skills. Knowledge of metering, regulation and gas fired equipment. Knowledge of customer service activities and customer
relations. Good working knowledge of, or ability to learn, the CAD systems, Clickserve, ACRS, ARCOS, Wordnet and Workstation.

Education: Bachelors degree in Business or related field, or the equivalent related experience

Experience: Eight years of related experience

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Questions can be directed to carol.batchelder@eversource.com