



JOIN OUR TEAM

THE OWATONNA PUBLIC UTILITIES HAS
AN OPENING FOR A

DISPATCH COORDINATOR

CONTACT

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🌐 www.owatonnautilities.com

ABOUT US

We are a forward thinking, customer focused, municipal utility dedicated to providing essential services and enhancing the quality of life in our community. For over 100 years, we have provided high quality, affordable electric, water and natural gas services to the Owatonna area. We strive to be recognized for excellence in our community, our state and nationally.

ABOUT OWATONNA

Owatonna is "Where the Extra Mile Takes You." Nestled in southern Minnesota, Owatonna is a thriving community with a strong economy, a new high school and a strong manufacturing base. Its vibrant downtown, local businesses, and scenic parks and trail system offer a perfect blend of innovation and hometown charm. Connected by Interstate 35 and U.S. Highways 14 and 218, Owatonna is close to everything you need—whether in town or just a short drive away.

Owatonna Chamber of Commerce:

<https://owatonna.org>

Owatonna Public Schools:

<https://ohs.isd761.org>

SALARY RANGE

\$74,013.06 (\$35.58/hr.) to

\$97,385.60 (\$46.82/hr.)

**does not include overtime and standby compensation*

APPLICATION PROCESS

- Interested candidates should send their completed Application for Employment, a resume and cover letter to OPU Human Resources at the email above.
- Applications will be reviewed as received for interviews.
- Visit owatonnautilities.com/about-us/employment-opportunities/ for more detailed information and applications.

APPLICATION DEADLINE

January 23, 2026



POSITION DESCRIPTION

Answers incoming service calls and provides customer service including dispatching OPU personnel to residences and/or businesses to investigate and correct service problems. Monitors OPU's SCADA system and OPU's electric load. Updates OPU's Outage Management system coordinating and tracking outages to ensure power has been restored to all customers. Records and coordinates service order tickets. Ensures service orders are created for all work being done. Reviews open service orders, analyzes ticket status and follow-ups on actions needed. Serves as our call center liaison. Monitors the call center online system and provides support to the call center when necessary. Updates the call center with standby-on-call schedules to ensure accurate call center dispatching. Maintains OPU's Fleet Tracking system. Records and maintains radio listing, as well as, needed inventory; batteries, charges, and radios. Notifies customers of upcoming planned outages include the reason and anticipated outage durations. Serves as back-up for the Inventory Control Specialist performing warehouse duties, placing orders, receiving deliveries, checking inventory into the system and stocking inventory. Assembles inventory for field crews via pick lists and/or other direction from Engineering. Initiate and monitor load management activities during peak usage times. Coordinates general supply procurement ensuring accurate supplies are purchased. Assists with getting packages ready to ship. Completes special assignment and projects as assigned by the Supervisor.



QUALIFICATIONS & EDUCATION

- Education:** Associates degree in business or related field is required.
- Experience:** Two (2) years' work experience at a utility is required. Dispatcher or customer service experience is preferred.
- Language Ability:** Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, to draw and interpret bar graphs.
- Computer Skills:** Advanced experience in Microsoft Excel is required, as well as, a working knowledge of Microsoft Outlook and Word. Working knowledge of a ERP system is desired.
- Certificates and Licenses:** Minnesota Class D Driver's License is required.
- Tools and Equipment:** Computer, basic office equipment, forklift and pickup truck.



COMPREHENSIVE BENEFIT PACKAGE

Includes membership in the Minnesota Public Employees Retirement Association, health and dental insurance, flexible spending accounts (medical and daycare), paid time off, holidays, and funeral leave. Additional benefits: Short-term and long-term disability insurance, life and accidental death coverage, deferred compensation plan, post-health care spending program, tuition reimbursement, volunteer and community involvement opportunities, wellness initiatives, on-site fitness & exercise facilities, employee assistance program, and succession planning support.



EOE/M/F/D/V