

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Gas Dispatch Senior Distribution Clerk

Entire Company

A. Duties:

Under general supervision, perform and assist all types of Gas Distribution clerk work.

Perform duties such as:

1. Assist in the development, implementation, and training of other clerical employees.
2. Direct the work of the Gas Distribution Clerk assigned to assist.
3. Receive and process:
 - a. Emergency calls
 - b. Calls from front line employees and or supervisors
 - c. Calls/inquiries from contractors
 - d. Email
 - e. Call escalation
4. Assist with Gas Distribution Clerk questions.
5. Assist with creating and updating of processes and procedures.
6. Assist all employees of the gas dispatch center as needed up to and including Assigners, Operating Dispatchers, Team Leads and Manager as work load dictates.
7. Perform similar or less skilled work in this classification or, when the diversity of the work load requires, perform similar or less skilled work in equal or lower classifications.
8. Perform duties in accordance with the Company's procedures, practices, and safety rules.
9. Perform customer calls and update records as required.
10. Report irregularities and abnormal conditions.
11. Maintain neat and orderly records and files, both electronic and hard copy.
12. Assist in maintenance of reports.

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B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. Candidate must be a qualified Gas Distribution Clerk, and have not been outside of the classification of Gas Distribution Clerk role for more than 6 months.
2. Valid driver's license.
3. Possess and maintain professional communication skills, on the phone or in person, with external and internal customers. Must have demonstrated ability to interact in a courteous, concise, and professional manner, both verbally and in writing.
4. Be able to perform, instruct, direct and advise others in the performance of all types of Gas Distribution Clerk functions.
5. Employees bidding on this position will have their overall job performance reviewed such as attendance and adherence to the NDC Productivity Guidelines.

*This position will be piloted for 12 months after the successful bidder is in place at which point this will be reviewed by both parties.

Approved by the Company and the Union

Job No. 2334

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J.R. S.N.

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