Monica Rutherford

Dispatch Supervisor

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SUMMARY

Dispatch supervisor with 10 years in utility dispatch, the last 4 leading a 24/7 team of 14 dispatchers for an electric and gas utility serving 500,000 customers. Directs outage and gas-leak response, builds schedules and training, and has shown steady leadership through 6 major storms.

EDUCATION

Associate of Applied Science 05/2015

Metropolitan Community College Kansas City, MO

Business Management

EXPERIENCE

Dispatch Supervisor 03/2022 - Present

Blue River Power & Gas Kansas City, MO

Electric and gas utility serving 500,000 customers across the Kansas City metro.

- Lead a team of **14** dispatchers across 3 shifts covering electric outages, gas leaks and service orders.
- Direct storm response through 6 major events, assigning up to 250 line and contractor crews in the outage management system.
- Create the 24/7 shift schedule and overtime plan, holding overtime 12% under budget in 2025.
- Reduced average gas-odor response from 42 to 33 minutes by changing call priorities and crew zones.

Senior Dispatcher 06/2019 - 02/2022

Blue River Power & Gas Kansas City, MO

Electric and gas trouble dispatch desk.

- Assigned 60 electric trouble and gas leak orders a shift to field crews by priority and location.
- Monitored SCADA alarms and GIS outage maps to group calls into single outage events.
- Trained 9 new dispatchers on the outage management system and gas emergency protocols.
- Coordinated switching orders with system operators on 40+ planned outages a year.

Dispatcher 05/2016 - 05/2019

Show-Me Field Services Kansas City, MO

Utility locating contractor with 35 field locators.

- Processed 300 locate tickets a day and assigned them to 35 locators by area.
- Tracked ticket due times and flagged 30+ late tickets a week to field leads.
- Maintained dispatch logs and damage reports for utility client audits.

SKILLS

Outage Management System • SCADA • GIS • Gas Emergency Protocols • Storm Response
Shift Scheduling • Crew Dispatch • Dispatch Logs • Microsoft Excel • Leadership