



8310 W Ustick Rd Ste 300  
Boise, ID 83709  
(208) 342-1585  
(800) 342-1585  
www.digline.com

**Job Title:** Damage Prevention Specialist

**Company:** DIGLINE, INC.

**Work Schedule:** Varied Schedules between 6:00 a.m. and 10:00 p.m.,  
Monday through Sunday

**Exemption Status:** Non-Exempt

**Wage Range:** Depending on Experience – Starting up to \$17.00

## **SUMMARY OF DUTIES AND RESPONSIBILITIES:**

### **ESSENTIAL FUNCTIONS:**

- Answer incoming calls to process underground-utility locate requests
- Enter data retrieved from caller into computerized ticket format using a Windows based program for processing
- Enter data from online locate requests and walk-in customers
- Handle general filing
- Operate varied office equipment, including but not limited to personal computer, copier, postage meter, printers, voice recording equipment, and VOIP phone system
- Prepare outgoing correspondence including email
- Perform other related duties and assignments as required

### **COMPETENCIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualities below are representative of the skills and abilities required:

- A consistently positive and helpful attitude toward fellow employees and customers
- Ability to follow directions and work independently, while contributing to a positive, teamwork-oriented atmosphere
- Ability to maintain confidentiality with sensitive material
- Ability to type quickly and accurately
- Ability to work and communicate effectively with management and coworkers
- Demonstrated organizational and multi-tasking abilities
- Proficient use of the English language in both verbal and written communication
- Thorough knowledge and understanding of communications with the public

### **SUPERVISORY RESPONSIBILITY:**

This role has no supervisory responsibilities.



8310 W Ustick Rd Ste 300  
Boise, ID 83709  
(208) 342-1585  
(800) 342-1585  
www.digline.com

## **SOFTWARE USED:**

Exactix OneCall notification software; Microsoft Office Products – Word, Excel, Outlook; Miscellaneous programs used for specialized processes within the office.

## **EQUIPMENT/MACHINERY USED:**

Personal Computer; VOIP Phone System; Postage Machine; 10-Key; Voice Recording Equipment; Various Printers, Scanners and Copiers.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- You must have the ability to sit for long periods of time
- You must have adequate vision and hearing. Duties require frequent phone conversations and viewing a computer screen for long periods of time
- You must be able to use a mouse and keyboard for long periods of time
- You must be able to sit, stand, or bend as needed while lifting up to 25 pounds, as this position occasionally requires lifting and transporting files

## **OTHER:**

- This position involves direct contact with utility personnel, excavators, and the general public. The ability to effectively communicate with outside contacts and internal personnel in a respectful and positive manner is required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
- DIGLINE, INC. maintains a drug- and alcohol-free workplace as a condition of employment.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee in this position. Duties, responsibilities, or activities may change at any time with or without notice.