

MAINTENANCE FACILITIES DISPATCHER

Definition:

Under general supervision, transmits and receives a variety of telephone and radio communications; dispatches personnel and equipment; monitors crews and individuals in the field; assists the public at the Maintenance Services Department front counter and performs related work as required.

Essential Duties and Responsibilities:

The essential duties and responsibilities of the class include the following:

Monitors radio receiver and answers and processes routine and emergency calls from department staff and the public relating to City-wide maintenance and other requests.

Obtains and records information as to exact location of situation, uses telephone or radio to transmit information to necessary personnel and maintains radio contact with crews on site.

Receives complaints, exercises judgment in determining proper course of action and monitors maintenance requests for completion.

Follows departmental rules and regulations regarding emergency calls and dispatches crews/vehicles in accordance with pre-determined plans.

Notifies and keeps management informed as to emergency situations.

Notifies and maintains contact with public utilities, government agencies, schools and other City departments as appropriate during an emergency.

Operates a typewriter and/or personal computer, printer, applicable software and typewriter to produce a variety of correspondence, memoranda, reports and other materials.

Compiles data and prepares reports regarding emergencies reported, resources dispatched and disposition of emergencies and maintains specialized records, files and maps.

Greets the public at the Maintenance Services Department front counter and provides a variety of information.

Instructs other personnel in the techniques and use of communications equipment.

Performs minor repairs and adjustments to radio equipment and reports/arranges for major repairs as needed.

Calculates property reimbursable work orders and vehicle damage reports.

Performs a variety of complex clerical duties requiring the application of subject matter knowledge and interpretation of policies, rules and procedures.

Reports departmental telephone repair needs to telephone company.

Signs for a variety of delivered packages and lifts and carries packages, boxes of files and other items weighing 30 pounds or less.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Assigns non-safety pager numbers for new radios and updates the City's inventory of same.

Class Characteristics:

The Maintenance Facilities Dispatcher is a single incumbent class. The incumbent is responsible for receiving a wide variety of calls requesting service and dispatching Maintenance Services Department personnel and vehicles as may be appropriate, while exercising a substantial degree of judgment and initiative.

Contacts and Relationships:

The incumbent has substantial telephone contact with the public and public agencies. Other contact is established and maintained with staff in other City departments and staff within the Maintenance Services Department.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage, spelling and grammar.

Proper operation and care of voice radio and telephone equipment.

Basic methods of record keeping.

General office practices and procedures.

Computer applications as they relate to area assigned.

Basic business math.

Receptionist and telephone techniques.

Ability to:

Learn FCC regulations governing voice radio and telephone communications.

Exercise self-control and good judgment in emergency situations.

Learn, interpret and apply department policies, rules and regulations.

Remember numbers, names and addresses.

Read and write at the level required for successful job performance.

Understand and carry out oral and written directions independently.

Learn street layouts, facility locations and City topography.

Maintain clear and accurate records.

Speak clearly and distinctly.

Make accurate mathematical calculations.

Operate a personal computer and use applicable software programs.

Communicate effectively orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Use good judgment and make sound decisions in accordance with established procedures and policies.

Deal with the public courteously, tactfully and effectively in routine as well as stressful situations.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Three years of performing responsible clerical duties involving substantial public contact. Some dispatching experience is helpful but not required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in a front counter environment and requires sitting for prolonged periods of time using telephones, radio equipment, a computer keyboard and screen. The incumbent stands, walks and may twist, reach, bend, crouch and kneel. The Maintenance Facilities Dispatcher grasps, pushes pulls, drags and lifts packages and other items weighing 30 pounds or less. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Type at a net speed of 45 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

Fair Labor Standards Act Designation: Non-exempt.

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