

DISPATCHER

PURPOSE AND NATURE OF WORK

Positions of this class are responsible for full-time dispatching work including the receiving, logging, interpreting, prioritizing and communicating a variety of information. Incumbents receive complaints, input work orders, relay instructions and messages to field personnel via two-way radio, computer or digital communications equipment and monitor the status of equipment and personnel in the field. Work involves occasionally difficult communication situations such as irate callers, overflow of calls, and emergency procedures. Shift work may be required. Work is performed with relative independence, under general supervision.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Receives and transmits messages on a two-way radio, computer or digital equipment. Receives complaints, questions and service requests from various sources, including telephone or email, and dispatches personnel or refers calls to the appropriate office or individual. Logs telephone calls and radio transmissions, and records information regarding situation and action taken. Completes work orders when necessary. Radios field personnel, and calls supervisor or on-call personnel to advise of urgent problems. Receives check-in calls from field personnel by phone, radio, or in person. Maintains a log and/or map of personnel locations. May operate a computer. Logs information pertinent to dispatching operation. Compiles various information for special reports. May monitor alarms or cameras.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of local street locations and various landmarks.

Considerable knowledge of effective telecommunication techniques and related emergency procedures.

Considerable knowledge of various operations and services of Consolidated Government, and the divisions responsible for various services.

Ability to monitor and effectively utilize voice transmission telecommunications equipment and other devices (e.g. alarms, video cameras, computers and printers), if applicable to work location.

Ability to efficiently maintain routine records and other notes concerning operations.

Ability to establish and maintain effective working relationships with other employees.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from high school and some dispatching experience; or any equivalent combination of training and experience.