

SENIOR DISPATCHER

Code No.: 3-18-082

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a senior level position responsible for dispatching personnel and equipment for routine and emergency situations via a telephone, two-way radio, and direct contact. Duties involve monitoring various situations such as street conditions and responding accordingly by dispatching appropriate services. Duties also involve the implementation and maintenance of computerized databases, logs and records. This position differs from Dispatcher by virtue of performing supervisory duties, more complex work, and/or exercising more independent judgment. The employee reports directly to, and works under the general supervision of, a higher level staff member. Direct supervision may be exercised over dispatchers and/or office staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Receives and logs complaints, permits, requests, orders and other information indicating the need for service;

Dispatches appropriate equipment and personnel to meet the requirements and priorities of a needed service or execute emergency repairs;

Resolves customer complaints or relays information to appropriate department or personnel for resolution;

Maintains records of the type of equipment and personnel dispatched, transmissions and destinations of field personnel, the type of work performed, and keeps a constant check on the status of each;

Monitors vehicle use, reservations and maintenance;

Completes work order forms for maintenance and service crews;

Calls out additional personnel as directed by supervisors when emergency situations necessitate;

Translates utility maps, location index cards, permit records and field book notes for crews in the field and inputs information into computer files;

Maintains logs relative to departmental activity;

Completes and submits in-house daily and monthly reports to supervisor;

Coordinates facility stakeouts with Underground Facilities Protective Organization (UFPO) and other utilities in accordance with New York State laws;

Supervises the work of other dispatchers and/or office staff;

Provides map directions and related information;

Checks roads and bridges during inclement weather for snow and ice accumulations;

Performs office clerical work such as answering the telephone, acting as a receptionist, and performing accounts payable/receivable and payroll activities.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the structure of the agency/department assigned; good knowledge of the proper function and usage of available equipment; good knowledge of the geography of the assigned area; good knowledge of the services provided by the agency/department assigned; ability to operate a two-way radio; ability to function effectively during emergencies; ability to operate a computer for the purpose of record keeping, database management, and other related duties; ability to complete standardized forms and logs; ability to deal with the public; ability to speak clearly; ability to work effectively under pressure; ability to attend to details; ability to communicate orally and in writing; ability to read maps and simple utility plans; organizational ability; supervisory ability; ability to follow oral and written directions; good judgment; physical condition commensurate with the demands of the job.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Two (2) years of paid full-time or its part-time equivalent experience in dispatching or record keeping; OR,
- (B) Four (4) years of paid full-time or its part-time equivalent clerical experience involving dispatching; OR,
- (C) An equivalent combination of experience as defined by the limits of (A) and (B) above.

NOTE: Education beyond high school level **cannot** be substituted for the required work experience.

SPECIAL REQUIREMENT: If you are appointed, you will be required to possess a valid license to operate a vehicle in New York State, or otherwise demonstrate your ability to meet the transportation needs of the position.

REVISED: September 11, 1986

REVISED: April 7, 2011