

DISPATCHER

Code No. 4-18-054

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is 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. In some jurisdictions the employee is required to clean work areas and perform routine maintenance chores. This position differs from Senior Dispatcher by the lack of supervision over other dispatchers, less independent judgment, and/or the performance of routine manual work. The employee reports directly to, and works under the general supervision of, a higher-level employee. 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, under the supervision of a Senior Dispatcher or other personnel;

Provides map directions and related information;

Relays information on service complaints to appropriate department or worker, or resolves customer complaints;

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;

Assists in monitoring 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 them into computer files;

Performs security checks of building and equipment, routine cleaning and maintenance work, and other related duties;

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;

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

Performs office clerical work such as answering the telephone, posting material and equipment records, maintaining office files, acting as receptionist, accounts payable/receivable, and payroll activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the structure of the agency/department assigned; working knowledge of the proper function and usage of available equipment; working knowledge of the geography of the area assigned; working 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 effectively orally and in writing; ability to read maps and simple utility plans; organizational ability; ability to follow oral and written instructions; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma PLUS either:

- (A) One (1) year of paid full-time or its part-time equivalent experience in dispatching or record keeping; OR,
- (B) Two (2) 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 the 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:** December 16, 1977
- REVISED:** December 20, 1984
- REVISED:** January 10, 1991
- REVISED:** July 15, 1993
- REVISED:** July 18, 1996
- REVISED:** March 6, 1997
- REVISED:** December 9, 2004
- REVISED:** April 7, 2011