

## **SERVICE DISPATCHER (PUBLIC WORKS)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is work which involves receiving telephone and radio calls and initiating necessary responsive actions, generally routine in nature. However, when such calls involve emergencies, potentially critical situations or explanations that could involve possibly restricted information, the work involves a high degree of judgment and responsibility in the call contact and in the follow-up action, including the dispatch of work crews and in coordinating them with emergency and other public services. Beginning and second level clerical work, some of which may be unrelated to dispatching, is performed on a regular basis to fill in the working hours. The work is performed under the direction of the Superintendent of Highways or other public officer. The use of radio is in accordance with the regulations of the Federal Communications Commission. During periods of emergency, employees in this class may be required to work other than normal working hours. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Receives and records telephone calls, answering questions, taking messages, making out work orders and relaying messages;

Receives and transmits messages by way of a base radio station;

Dispatches road crews to emergency sites and alerts and coordinates other services to emergencies;

Records attendance in time account book from time records and writes up payroll vouchers including gross pays and overtime extensions;

Arranges for bulk purchases with vendors, follows-up when necessary and verifies delivery with statement;

Performs routine filing;

Alerts personnel at home in the event of snow and other emergencies.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of the neighborhoods and streets and residents of the community; working knowledge of public works procedures, methods and equipment; ability to write clear, concise and adequate reports; ability to enunciate words clearly and pronounce words correctly; ability to understand and carry out oral and written instructions.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and (1) year of experience as a dispatcher or in any work involving personal contact with the public for handling inquiries or problems. Public works experience may be substituted for schooling on a year-for-year basis.