

DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the coordination and dispatch of municipal crews and vehicles (excluding those of the Police and/or Fire Department) to various locations for the performance of services. The Dispatcher does not have responsibility for the vehicles themselves. An incumbent sends and receives messages (via radio-telephone or two-way radio) to and from various base and mobile stations. The incumbent also is responsible for various clerical functions within his/her division, including answering telephone inquiries, entering/posting information into the computer, maintaining records, and sending field information to maintenance personnel. Supervision is not a function of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Sends and receives messages via either a two-way radio or radio-telephone communications system;

Dispatches vehicles and crews for service calls;

Keeps track of whereabouts of vehicles and crews;

Keeps a record or "log" of service calls dispatched;

Answers telephone inquiries;

Maintains records and files either manually or using an automated system;

May keep statistical records;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the municipality's roads and familiarity with locations to which vehicles and crews are dispatched; skill in dealing effectively with drivers, helpers and the public; ability to maintain files and records either manually or by use of a computer; ability to post simple records and to make simple arithmetical computations; ability to speak clearly; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; thoroughness; initiative; tact; accuracy; alertness; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of high school equivalency diploma and one (1) year of experience where the primary function of the position was performing general office/clerical work, including or supplemented by one (1) year of work experience either in a public works or highway department, or as a dispatcher for a taxi company or other dispatching service.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

Towns, Villages,
Special Districts
Cities of Rye & Peekskill
J. C.: Competitive
JZH1
1c

Job Class Code: 0440