

Service Dispatcher

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class perform activities related to service dispatch, operating base radio equipment to receive and transmit messages and information. Providing accurate and timely transmittal of information and messages that may involve emergency situations affecting human welfare and safety.

Service Dispatcher - 30000029

Distinguishing Characteristics

The journey level of this class typically performs all class duties. The Service Dispatcher is distinguished from other classes by its focus on operating base radio equipment to receive and transmit messages and information.

Typical Duties/Examples of Work

1. Operates a base radio transmitter to maintain radio contact with mobile units; dispatches units to work sites; forwards messages and instructions between crews and supervisors; receives radio calls from field units; makes inquiries to obtain requested information or services; maintains radio log; communicates with employees using pagers and cell phones.
2. Receives telephone calls from the public concerning complaints and requests for routine and emergency service; gives information regarding the City's responsibility or refers caller to the proper agency; transmits message to field unit if appropriate.
3. Enters data on manual and computerized record forms; maintains card and other files; tabulates and totals columns of data either manually or electronically; word processes from rough draft performs other administrative support work as assigned.
4. Monitors and operates closed circuit video security system, security gates and electronic security alarm system.
5. Work may include receptionist duties, administrative support activities.
6. Responds to calls to work during emergencies.

7. Performs related duties as assigned

Required Knowledge, Skills and Abilities

Knowledge of: two-way radio transmitters

Skill in: understanding and clearly speaking the English language. Understanding and remembering information presented through oral instructions, written directives, or received by telephone and radio communications. Applying a variety of laws, ordinances, operating policies and procedures; writing in English legibly and accurately; comparing and checking numbers, letters, and other information for accuracy; using a city street map to locate addresses, streets, etc; using computers for entering and tabulating data

Ability to: learn and use safe working practices; effectively prioritize workload and complete a variety of tasks in an appropriate and timely manner; work effectively with co-workers in a diverse workforce, and respond appropriately to question/concerns from other employees and the public; perform calmly and effectively under stress of a heavy workload and emergency conditions

Special Requirements

None

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

0315 Service Dispatcher Adopted; Revised: 08-08-79

Revised: 08-04-94 (Revised Examples of Work and KSA's)

June 2009 - Change Job Class number from 0310 to 30000029, due to system change.

Service Dispatcher, Lead - 30000030

Distinguishing Characteristics

The lead level of this class typically performs all class duties and in addition serves as a lead worker. It is distinguished from the Service Dispatcher class by the lead assignment. Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

Typically Duties/Examples of Work

1. Plans, schedules and coordinates work; determines resource needs of work group; directs work of a crew or work group
2. Reviews the work of and provides training and guidance to assigned staff
3. Carries out all operational activities other than those designated supervisory or managerial in assigned functional area
4. Drafts and recommends to supervisor policies and procedures related to service dispatch.
5. Performs related duties as assigned

Required Knowledge, Skills and Abilities

Knowledge of: effective principles and practices of leadership

Ability to: maintain records; communicate effectively; establish and maintain effective working relationships with co-workers; work constructively in a team; schedule and assign the work of others

Skill in: demonstrating techniques to others; providing training to others; providing lead direction to staff, including assigning and reviewing work

Special Requirements

None

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

314 Lead Service Dispatcher (No Class Spec)

June 2009 - Change Job Class number from 0311 to 30000030, due to system change.

Working Conditions

Work in this class is typically performed in a 24 hour operation including evening, night, weekend and holiday shifts. Off-hours shifts are often worked alone in the facility; the incumbent is typically required to work for emergencies.