

TITLE: DISPATCHER

CODE: 35306

GENERAL DESCRIPTION:

This is responsible dispatching work involving relaying information via a two-way radio and using a paging system.

Work involves responsibility for communicating maintenance and repair information to field systems and meter personnel. Duties include relaying information and instructions, and performing clerical functions. This position also has the responsibility for making routine priority dispatching decisions in accordance with established procedures. This work requires that the employee have good knowledge of District operations and the ability to communicate in a clear, concise manner.

SUPERVISION RECEIVED:

Works under the general supervision of the Assistant Yard Services Superintendent.

EXAMPLES OF DUTIES:

Operates a two-way radio to receive and transmit calls. Relays information and instructions. Maintains awareness of field crew locations. Operates a computer terminal to obtain dispatching information.

Prepares meter reports. Maintains records of meter charges and tests. Computes meter flow data and transmits it to the Customer Service Unit.

Monitors pressure gauges and changes gauge charts weekly.

Processes work orders. Assists in employee timekeeping and payroll record keeping.

Maintains logs and files; sorts, removes and replaces documents in files. Maintains petty cash records.

Answers telephone and directs callers, takes messages or answers routine questions.

Performs related work as required.

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KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of general office procedures.

Good knowledge of the operations of standard office machines.

Good knowledge of business English.

Some knowledge in the use of a computer terminal.

Good ability in oral communications and written communications.

Good ability to follow oral and written instructions.

Good ability to perform administrative procedures.

Considerable ability to learn the operations of the assigned department and radio communication systems.

Considerable ability to establish and maintain effective working relationships with coworkers.

QUALIFICATIONS:

A high school diploma or the equivalent plus two years of progressively responsible clerical experience including public contact and knowledge of water and sewer operations, or an equivalent combination of education and qualifying experience, substituting on a year-for-year basis.

SPECIAL REQUIREMENTS:

None.