

PUBLIC WORKS DISPATCHER - 359

DEFINITION OF WORK

Under immediate supervision, performs responsible technical work on an assigned shift, dispatching maintenance equipment in response to service requests; does related work as required.

EXAMPLES OF WORK

Receives calls involving complaints or requests for services concerning any City department's service or operation; receives calls by telephone or radio; radios City crews giving location and description of problems; dispatches crews for certain cases; writes work orders for non-emergency cases and records all calls; relays radio messages from and to City agencies, work crews and personnel; receives incoming telephone calls and connects the caller with the persons wanted or takes messages in the case of officials in other departments who are off duty; monitors and controls security of City Yard; operates a small PBX switchboard; types reports on complaints received.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to a high school diploma including a typing course.

Knowledge, Skills and Abilities: General knowledge of the methods of operating the communications system; general knowledge of radio procedures; general knowledge of the geography of the City and location of buildings; ability to deal with the public under trying conditions.

