

NEW CASTLE COUNTY GOVERNMENT

Number 1080

CLASS SPECIFICATION

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Date 12/15/11

Title: DISPATCHER

Approved:



GENERAL STATEMENT OF DUTIES: Main responsibilities are to dispatch crews and equipment for the Special Services Department as necessary, operate a two-way radio in the receipt and transmission of calls from and to Special Services Department crews, monitor telemetry and the security camera system and answers the sewer emergency phone line. Secondary responsibilities are to monitor vehicle locations and usage, input data and update the asset management system, request and track Miss Utility requests, and perform office work of a limited complexity; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs routine dispatching work by telephone or radio. When calls are received, this employee contacts the unit or units to be dispatched by radio or telephone to provide the type and location of the incident, which may be of an emergency nature, and other pertinent information. This employee also records information concerning calls and complaints, analyzes problems and takes appropriate action. This employee may also perform office work and customer information duties of a limited nature for the Department of Special Services. Given the independent nature of this position, a considerable amount of decision and judgment may be required in coordinating and dispatching crews. Instructions are given for new assignments and work is performed under general supervision.

EXAMPLES OF WORK: (Illustrative Only)

- Determines by inquiry the exact type and location of the incident or request for service and dispatches the proper crew and/or equipment;
- Transmits such messages as may be necessary in providing the services needed;
- Answers telephone calls pertaining to emergency or routine requests;
- Relays calls to proper departments, crews or individuals by radio or telephone;
- Dispatches all mobile units;
- Acts as the clearinghouse for emergency calls and relays information in accordance with Special Services' operational policies;
- Maintains operating ledger for mobile units showing location of units in field at all times;
- Monitors telemetry, annunciator and computer for sewage pumping stations, treatment plants and alarms;
- Monitors vehicle locations for the department;
- Monitors the security camera system for the department;
- Receives, records and transmits communications between the Special Services Department's field units and the base station using the department's radio communications system;

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Date 12/15/11

CLASS SPECIFICATION

Title: DISPATCHER

Approved:



- Records all information concerning calls and complaints;
- Enters data and updates the asset management system;
- Performs customer information duties as they arise for the Department of Special Services;
- Prepares reports and other necessary related data;
- Performs office tasks as assigned;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of modern office practices and procedures; ability to operate a two-way radio or other telecommunications system; good knowledge of Federal and State regulations governing transmission by radio; thorough knowledge of the highway and street systems in the County; some knowledge of installation methods and operating principles of sanitary sewer systems; alertness and skill in detecting the scope and magnitude of an emergency; ability to type at a reasonable rate of speed; ability to maintain effective working relationships; ability to communicate courteously and effectively, both verbally and in writing; courtesy and tact in dealing with others and/or the public.

MINIMUM QUALIFICATIONS: At least one (1) year experience in radio communications and general customer service activities and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS

Established: 07/01/73
Revised: 06/30/82
Revised: 08/24/82
Revised: 11/21/88
Revised: 03/20/89
Revised: 03/01/94
Revised: 07/01/97
Revised: 05/01/01
Revised: 12/07/06
Revised: 05/04/10
Revised: 12/15/11