

PUBLIC WORKS DISPATCHER

DEFINITION

Under general supervision receives a variety of calls from other public agencies or the public regarding City infrastructure, including street maintenance, water maintenance, trees, lighting or other public works matters and provides information or assistance as appropriate.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Answers telephones and assists callers and visitors by furnishing factual information, issuing standard forms and directing customers to appropriate person or office. Receives and transmits information to Public Works crews using two-way radio equipment and relays messages or provides other assistance as required. Contacts field personnel via radio to facilitate response to citizen complaints or convey information. Performs a variety of moderately complex clerical functions. Sorts and distributes mail; sorts and files materials alphabetically, numerically or by other predetermined system; compiles, sorts and tabulates data according to detailed, standardized procedures; retrieves and copies information; performs light to moderate typing; and performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is a single position classification in the Public Works Agency.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of general office work involving extensive public contact and telephone or radio dispatching work and graduation from high school or any equivalent combination of training and experience which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: modern office practices and procedures; business English, spelling and arithmetic; common business software applications.

Skill in: the operation of various office equipment including micro computers; the use of Microsoft Office Suite applications.

Ability to: type at a corrected rate of 20 words per minute from clear copy; follow oral and written instructions; exercise politeness, tact, and self-restraint to effectively interact with a wide variety of individuals in person, by radio or over the telephone; speak clearly; learn assigned tasks quickly and adhere to prescribed routines; write legibly and use correct grammar and spelling; make simple arithmetic computations with speed and accuracy; establish and maintain effective working relationships with the public and fellow employees.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers are detail oriented, enjoy dealing with and assisting the public, and are comfortable working on a variety of tasks simultaneously in a busy environment.

Class title established per Council Resolution No. 2000-01,
effective 01-03-00

ADA approved: 6/00