

City of San Jose

DISPATCHER (1175)

CLASS PURPOSE

Under general supervision, performs work of moderate difficulty in the receiving of complaints from the public and the dispatching of mobile work crews to various work sites via radio-telephone. Performs related work as required.

TYPICAL DUTIES AND RESULTS (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Receives and transmits messages and service requests to and from mobile works crews in the field through the use of radio-telephone communication equipment for routine and emergency maintenance services.

Uses dispatching telecommunications systems (two-way radio, paging system, telephone, fax).

Answers complaints and questions from the public regarding streets and traffic operations.

Refers callers to, or notifies appropriate agency or City department.

Interfaces with other agencies such as U.S.A., SJPD, Water Works, PG&E, asphalt plants, Pacific Bell, County Roads, and HIT, etc.

Informs public of methods and procedures followed by Streets and Traffic Department.

Trains and leads all department dispatching back-up personnel both on-the-job and in the classroom.

Instructs maintenance personnel in proper radio-telephone procedures twice yearly and on request.

Calls out communications and maintenance personnel to respond to emergencies using standard and emergency equipment. Is available for emergency call-back.

Coordinates responses in multiple emergency situations and major incidents by establishing priorities in responding regarding the use of manpower, materials and equipment.

Prepares records and reports of shift activity to comply with FCC regulations and keeps related Attorney's Office and department records, such as service requests received and dispatched.

Provides radio and telephone dispatch and clerical support for assigned on-call evening and weekend duty supervisor and regular evening maintenance supervisors, including maintaining duty supervisor schedule and duty notebooks.

Maintains procedures manual for Communications Center.

Maintains call-sign list, updating several times a year.

Maintains "in-out" board and incoming/outgoing mail.

DISTINGUISHING CHARACTERISTICS

This class is responsible for transmitting work messages via radio-telephone to a variety of mobile work crews in the field, and notifying appropriate personnel of hazardous conditions. This class is distinguished from that of Public Safety Dispatcher I in that incumbents of the latter class process all incoming emergency and non-emergency requests for police, fire and

medical assistance, using a computer aided dispatch telecommunications system, and may complete official police reports of a non-emergency nature via the telephone.

QUALIFICATIONS

Minimum Knowledges, Skills and Abilities

Knowledge of the operation of two-way radio equipment.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relations with the public and fellow employees, especially under stress conditions.

Competency Knowledges, Skills and Abilities

Knowledge of the basic materials, methods and tools used in Streets and Traffic Department maintenance, repair and construction work.

Knowledge of the functions of departments of City government and of City geography.

Training And Experience

Any combination of training and experience equivalent to one year of office experience and at least six months experience in the operation of two-way radio-telephone equipment.

Formerly Public Works Dispatcher

8630P/1013P

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