

## **DISPATCH ADMINISTRATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** Under general direction of the Commissioner, this position is the administrator of the computerized maintenance system, vehicle GPS system, Dig Safely New York (DSNY) software as well as SeeClickFix for the department. The incumbent will operate, monitor, direct and train staff in these systems. The work performed is higher level in nature and requires good knowledge of the policies, functions and procedures of the water department. The incumbent will be coordinating work assignments, communicating and directing staff to ensure the effective and efficient operations. Supervision is exercised over staff.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Administers the computerized maintenance system, vehicle GPS system, SeeClickFix system, and DSNY system for department;
- Supervises, coordinates and instructs staff of various departmental operations and procedures by monitoring work flow, providing technical and manual assistance and providing guidance when difficulties arise;
- Assigns, instructs and supervises staff which respond to telephone and in-person inquiries from the public;
- Coordinates, as needed, with other units within the department to ensure reports are accurate and available for internal and external use in a timely fashion;
- Coordinates issues with outside consultants and vendor support;
- Manages dispatch database;
- Coordinates scheduling and other customer inquiries related to the department;
- Performs other related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

- Excellent interpersonal skills;
- Ability to handle customer complaints and problems;
- Ability to plan, organize, and supervise the work of others;
- Ability to communicate effectively and efficiently;
- Ability to interpret and apply office policies, practices and applicable laws and regulations;
- Ability to establish and maintain effective working relationships with employees and the general public;
- Ability to exercise independent judgment and to work without close supervision;
- Ability to exercise tact and patience;
- Ability to establish work priorities;
- Ability to analyze and solve problems;

- Ability to effectively articulate policies and procedures to employees and the public;
- Ability to train and supervise staff in the operation of personal computers, customer service, scheduling, communication and computerized maintenance software;
- Ability to maintain a high degree of professionalism;
- Ability to carry out project assignments required a high degree of initiative;
- Ability to express ideas clearly and concisely both verbally and in writing;
- Ability to work independently and also as part of a team;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's degree (of higher) in Business Administrator or a closely related field and one (1) year full-time paid experience where the primary function was using computer applications providing customer service; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years full-time paid experience where the primary function was using computer applications providing customer service; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above

**SPECIAL REQUIREMENT:**

Must complete Dig Safely New York membership and New York State Code Rule 753 training within two weeks of appointment.