

## **DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** Receives, transmits and records radio and telephone messages. This is a responsible, skilled position on an assigned shift involving the accurate receiving, logging and transmitting of radio and telephone messages pertaining to the activities of the department or unit where the position exists. Incoming and out-going messages are recorded and logged. Work is performed under general supervision in accordance with established rules and procedures. Employees in this class must exercise good judgment in responding to emergency situations. Supervision generally is not a responsibility of employees in this position.

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

- Receives calls and messages by radio and telephone and records incoming messages;
- Dispatches personnel and vehicles by radio or telephone and records the time, location and type of action taken and personnel involved;
- Maintains constant radio contact with personnel to keep track of their locations and progress;
- May maintain radio contact with other city departments;
- Establishes and maintains appropriate records, files and log books pertaining to calls received, messages taken and actions dispatched and completed;
- Reviews and checks on the completion of the dispatched message by radio or telephone;
- Receives complaints, interviews callers concerning complaints and problems, refers them to the proper authority and records the call;
- Reports to supervisor when communications equipment needs to be serviced;
- May perform keyboard computer data entry and related clerical work if required by the department of assignment;
- Performs other related work as required.

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

- Good knowledge of the operation of radio and telephone equipment;
- Familiarity with dispatching terminology, procedures and equipment;
- Ability to remain calm in emergency or stress situations;
- Ability to learn geographic areas in the municipality;
- Ability to understand and follow oral and written directions;
- Working knowledge of personal computers and office equipment;
- Working knowledge and competency with applicable office software;
- Ability to establish and maintain simple clerical records;
- Ability to prepare simple reports;

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- Sound judgment;
- Good hearing and clear diction;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from high school or possession of a high school equivalency diploma;  
**OR**
- (B) One (1) year of full time paid experience in the operation of communications equipment; **OR**
- (C) Any equivalent combination of training and experience.

**SPECIAL REQUIREMENT:**

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

Revised: 4/16/80  
7/18/90  
2/01  
1/5/15