

MAJOR FUNCTION

This is routine work operating a radio transmitter, radio-telephone, or related communications equipment to receive, screen, and dispatch information of a routine or emergency nature to utility, or other City personnel. This employee also performs a wide variety of clerical functions associated with communications operation and operation of the work area to which the position is assigned. Work is performed according to departmental rules and regulations. Supervision is received from a supervisor who reviews work methods and records of effectiveness for adherence to rules, regulations, and procedures.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Operates radio frequencies to receive messages. Receives all incoming calls on telephone lines and channels them to proper department. Sends and receives all messages on teletype and computer. Receives work orders, complaints, and requests for services on the utilities systems. Transmits messages on utility radio frequencies to service people and field supervisors. Maintains radio logs and records of all telephone calls and receives and maintains records for water tap and sets. Performs a wide variety of clerical duties such as data entry, data retrieval, and report generation relating to the above functions. Performs related work as required.

Other Important Job Duties

Performs general clerical functions to support the operations of the work area to which the position is assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of geography of the area, its road network, and surrounding areas. Knowledge of rules, regulations, and procedures for dispatching equipment. Knowledge of methods and practices of operating radio transmitting equipment. Some knowledge of the federal regulations regarding transmission by radio. Some knowledge of office routines and clerical functions. Ability to react quickly and calmly in emergencies. Ability to maintain a variety of clerical records. Ability to speak distinctly and to communicate effectively with the public and other personnel. Ability to operate standard office equipment, microcomputers and some associated programs and applications. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year of radio dispatching experience; or three years of clerical experience with significant responsibility for radio dispatching, switchboard operation or public reception; or an equivalent combination of training and experience.

Revised: 06-19-80
02-15-90
12-20-91
04-12-01
05-06-04*