

## DISPATCHER

GENERAL STATEMENT OF DUTIES: Coordinates and dispatches municipal vehicles (excluding those of the Police and/or Fire Department); does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision the incumbent in this class has responsibility for the sending and receiving of messages (via radio-telephone or two-way radio) to and from various base and mobile stations. The incumbent of this class is responsible for various clerical functions within his/her division, including answering telephone inquiries, entering/posting information into the computer, maintaining records, either manually or by use of the computer, sending field information to maintenance personnel as required. The incumbent in this class "dispatches" or sends municipal vehicles and crews to a location for performance of services. (The Dispatcher has no responsibility for the dispatching of Police or Fire Department vehicles.) The Dispatcher does not have responsibility for the vehicles themselves. Supervision is not a function of this class.

### EXAMPLES OF WORK: (Illustrative Only)

Sends and receives messages via either a two-way radio or radio-telephone communications system;

Dispatches vehicles and crews for service calls;

Keeps track of whereabouts of vehicles and crews;

Keeps a record or "log" of service calls dispatched;

Answers telephone inquiries;

Maintains records and files either manually or by use of the computer;

May keep statistical records.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the municipality's roads and familiarity with locations to which vehicles and crews are dispatched; skill in dealing effectively with drivers, helpers and the public; good judgment; ability to maintain files and records either manually or by use of a computer; ability to post simple records and to make simple arithmetical computations; ability to speak clearly; accuracy; tact; alertness; physical condition commensurate with the duties of the position.

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MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of high school equivalency diploma and one (1) year of clerical experience, highway department experience or dispatching service experience.

Towns, Villages,  
Special Districts  
Cities of Rye & Peekskill  
J. C.: Competitive  
1a

Job Class Code: 0440