

SENIOR DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves dispatching County Highway Department personnel and equipment by two-way radio and telephone. This position differs from Dispatcher by virtue of additional clerical record-keeping and maintenance responsibilities. Duties are performed under the general supervision of the Automotive Maintenance Supervisor with leeway allowed for the use of independent judgement in carrying out the details of the work. A Senior Dispatcher performs related work as required.

TYPICAL WORK ACTIVITIES:

- Dispatches trucks and other equipment via radio to work locations;
- Relays information regarding progress of construction and maintenance work, availability of crews and equipment, and equipment breakdowns;
- Maintains daily log of messages received and transmitted;
- Answers incoming phone calls and places outgoing calls;
- Reports need for supplies or for the repair or replacement of equipment as reported by work crew members;
- Receives and relays information to crews regarding unusual or changed job situations or emergency weather conditions;
- Performs routine maintenance on radios and auxiliary equipment;
- Writes bid specifications for radio purchases;
- Identifies radios in need of repair and calls radio maintenance contractor;
- Inspects and test newly installed or repaired radio equipment;
- Verifies correctness of bills from radio maintenance contractor;
- Maintains an inventory of department radios;
- Applies for and keeps a file of radio station licenses;
- Records temperature, precipitation, and wind velocity for weather bureau;
- Records absentee calls from department employees;
- Gives road condition reports to motorists and media.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of the operation of two-way radio telephone equipment and telephone switchboards; good knowledge of the County road system; working knowledge of routine radio maintenance; ability to speak clearly and distinctly; ability to maintain records; ability to write radio equipment bid specifications; ability to understand and carry out oral and written instructions; clerical aptitude; physical condition equal the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from high school or possession of a high school equivalency diploma and two years of full time experience operating two-way communication radios or its part-time equivalent;

OR

B. Three years of full time experience operating two-way communication radios or its part-time equivalent.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 3/9/81