

CLASSIFICATION SPECIFICATION

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| FLSA: | NEXP | Job Code: | ACV31306 |
| Job Class Code: | 020 | Salary Schedule: | ASRRDISPA |
| EEO Category: | 06 | Grade: | 13 |
| Workers Comp Code: | 8810 | | |

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|------------------------------|-----------------|------------------------|-----------------|
| Job Code Established: | 03/22/86 | Effective Date: | 03/17/03 |
| Job Code Revised: | 01/01/01 | Effective Date: | |

JOB CODE SERIES: Dispatcher Series

JOB CODE TITLE: DISPATCHER I

HRIS TITLE: DISPATCHER I

CHARACTERISTICS OF THE CLASS: Functioning as an entry-level classification under general supervision, learns to perform technical clerical work receiving, processing and transmitting calls from a communications center. Positions are required to operate various communications systems, access local or nationwide databases, maintain personnel/equipment status using and monitoring audio and video equipment and perform general support activities to include maintaining a variety of reference books, logs and associated documentation. Some positions may be required to monitor and operate automated entry systems.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the listed duties and/or other related duties. Operating various communication systems and equipment to receive, process and dispatch/monitor personnel and/or associated equipment. Documenting and maintaining various logbooks, call records, associated reference books, computer systems and any additional agency related clerical documentation.

WORK CONDITIONS: Primary duties of a sedentary nature answering telephones, radios or watching video monitors, input data into computer terminals and writing data in logs in a controlled indoor environment. Some situations can be of an urgent, stressful nature.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: standard and Federal Communications Commission radio and telephone transmission procedures and/or agency-specific knowledge such as law enforcement, wildlife management or health care that is the basis for all communications to and from these positions.

Skill in: operating a variety of communications equipment.

Ability to: communicate concisely and effectively during stressful situations, both verbally and in writing using position-specific terminology; access information from various databases and input data if required; determine priority of requests; exercise good judgment while working under pressure during emergency situations; type at a speed necessary for successful job performance.