

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV31307</b>
<b>Job Class Code:</b>	<b>020</b>	<b>Salary Schedule:</b>	<b>ASRRDISPA</b>
<b>EEO Category:</b>	<b>06</b>	<b>Grade:</b>	<b>14</b>
<b>Workers Comp Code:</b>	<b>8810</b>		

<b>Job Code Established:</b>	<b>11/21/94</b>	<b>Effective Date:</b>	
<b>Job Code Revised:</b>	<b>01/01/01</b>	<b>Effective Date:</b>	<b>03/17/03</b>

**JOB CODE SERIES:** Dispatcher Series

**JOB CODE TITLE:** DISPATCHER II

**HRIS TITLE:** DISPATCHER II

**CHARACTERISTICS OF THE CLASS:** Works under general supervision and exercises independent judgment within well-defined parameters. Authority to exercise judgment in gauging the priority of request; to exercise judgment in determining the availability of, and in dispatching appropriate personnel or equipment. Extended and/or irregular work hours; rotating shifts including weekends and holidays. Performs technical clerical work receiving, processing and dispatching emergency and non-emergency calls from a communications center. Operates various communications systems and equipment; maintains status and awareness of law enforcement, equipment and other personnel; performs a variety of general support activities relates to communications including the maintenance of a variety of logs and the compilation and maintenance of various department records and reference materials.

**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 assist in the daily operations of a dispatch communication center. Maintains daily log of incoming and outgoing transmissions in order to track and monitor all calls. Monitors status of field operations, personnel and equipment. Dispatches emergency and non-emergency personnel as necessary to aid field personnel or general public. Answers inquiries regarding rules and regulations. Performs a variety of documentation and other clerical activities.

**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; various communications equipment and procedures sufficient to request emergency assistance, to include law enforcement, ambulance, fire department, towing vehicle, as needed.

**Skill in:** operating a variety of communications equipment.

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