

DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves the dispatching of County Highway Department personnel and equipment by two-way radio and telephone to routine work projects and emergencies such as traffic accidents or snow emergencies. Duties are performed under the general supervision of the Supervisor of Road Construction and Maintenance in accordance with established guidelines.

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;
- 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; ability to speak clearly and distinctly; ability to maintain records; ability to understand and carry out oral and written instructions; physical condition equal to the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A.) Graduation from high school or possession of a high school equivalency diploma;

OR

B.) One year of work experience including the operation of a two-way radio.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: March 9, 1981