



The City Beautiful

City of Coral Gables Job Description

Job Title: City Dispatcher
Department: Public Works
Classification: 0016
Pay grade: 13C
FLSA: Non-Exempt

Prepared Date: 4/07
Approved By:
Approved By:

Summary

Radio dispatcher for City employees in the field. Performs advanced clerical duties in Public Works Department. Works independently, receiving supervision from Maintenance Division Supervisor

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Operates radio equipment to receive and relay instruction to employees from City departments (excluding Public Service and Building Departments) who work in the field.

Clears transmissions in accordance with Federal Communications Commission Regulations; notifies Police Department of any emergency messages; instructs trades people to perform emergency repairs.

Provides clerical assistance to Maintenance Division Supervisor (correspondence, draft letters, memos).

Processes and files purchase requisitions and invoices for Maintenance Division, checking bills against orders and contracts.

Receives, types, and logs work orders for Maintenance Division; maintains records and files. Prepares bi-weekly list of uncompleted work order jobs for submission to Public Works Director.

Records and tabulates job hours and costs for each facility code on a monthly and annual basis.

Answers phone calls, handles routine matters.

Receives public complaints and reports complaint to appropriate City department or outside agency.

Handles payroll and personnel attendance records for Maintenance and Sanitary Sewers Division employees.

Distributes Maintenance Division uniforms and verifies accuracy of uniform cleaning bills.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of radio transmitting techniques and procedures as applied to the relaying of messages and information. Knowledge of the Federal Communications Commission rules and regulations as they apply to the receipt and dispatching of radio communications. Ability to acquire a third-class radio operator's license as issued by the Federal Communications Commission. Ability to comprehend and carry out oral and written instructions. Ability to work effectively without direct supervision. Ability to maintain records and prepare reports from such records. Ability to meet and deal effectively with fellow employees and the general public and to use tact good judgment. Ability to operate personal computer. Ability to speak clearly with good diction, having a strong command of the English language.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use hands to fingers, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copiers and fax machines. Work is performed indoors within a quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 25 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Minimum Education and Experience

High school diploma or equivalent.

Two (2) years experience in general office work, with telephone or radio dispatch experience.

Valid Florida Driver's License