

TIMEKEEPER - DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS:

This is office work which involves the receiving of incoming calls, giving out of routine information and the dispatching of personnel and equipment in a Public Works Department. The position involves considerable contact both with other employees and the public over two-way radio as well as by telephone. The work also involves the responsibility for performing timekeeping duties, compiling payroll data and other clerical duties. Work is performed under the general supervision of the Office Manager or the Superintendent of Public Works who gives detailed instructions on new and difficult assignments. Employees in this position may be required to work various shifts.

TYPICAL WORK ACTIVITIES:

1. Receives all incoming calls including complaints and answers routine inquiries;
2. Maintains frequent two-way radio contact with department employees in the field regarding progress of work, new assignments and complaints received;
3. Checks work sheets and time cards for accuracy, computes overtime and compiles payroll data;
4. Types requisitions, job cost data, work orders and letters for the Superintendent;
5. Assembles project cost data;
6. Maintains supplies and equipment inventory and usage records;
7. Transmits to employees by two-way radio orders and other communications from the Superintendent;
8. Phones off-duty employees when additional personnel are needed in emergencies (e.g. snow storms and water main breaks);
9. Keeps a log of all complaints received;
10. Follows up on all complaints referred to Foremen to determine that appropriate response has been made;
11. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of office procedures, terminology and equipment; working knowledge of business arithmetic and English; ability to understand and carry out simple oral and written directions; ability to handle with considerable tact and courtesy situations involving citizen complaints; ability to express oneself clearly when speaking; clerical aptitude; good judgment; dependability; physical condition commensurate with 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 satisfactory, full-time work experience;
OR: (C) Satisfactory completion of one year of full-time duty in any of the Military services;
OR: (D) An equivalent combination of the training and experience as outlined in (A), (B), and (C) above.

CL3431

ADOPTED: 05/15/75

REVISED: 05/02/79