



JOB SPECIFICATION
COMMUNICATION DISPATCHER

Code 11420
Grade GS 47

General Purpose

Under general supervision, within assigned area, provide customer service; dispatch transportation and provide information to field personnel and assign field personnel.

Typical Duties:

Provide customer service, answer telephones, respond to inquiries and take messages. Involves: Greet and communicate with customers over the telephone and in person politely. Explain rules, regulations, policies and procedures to the public. Provide public or customer service; respond to requests for information to customers, coworkers, other governmental agencies or the general public.

Schedule transportation and personnel to meet the service needs of assigned area. Involves: Schedule and assign transportation and drivers according to schedule. Review requests and authorize schedule changes. Assign drivers and buses for run assignments not covered. Arrange for substitute drivers. Prepare daily and hourly manifest, transit route information and distribute paper work to drivers. Implement standard operating procedures. Receive and review client requests for transportation. Match client needs with vehicle availability. Utilize application specific scheduling/dispatching computer programs. May inspect drivers' physical condition and appearance prior to dispatch and notify supervisor of problems concerning drivers or equipment.

Dispatch calls and information to field personnel and coordinate work crew activities. Involves: Communicate and maintain effective communication with field personnel. Coordinate field crew activities and schedules. Communicate/dispatch information to field personnel in assigned area regarding; emergencies, complaints, scheduling problems, mechanical problems, breakdowns, service schedules, work orders, customer requests and needs, address verifications and directions, etc. Use a switchboard, radio system, beeper or other systems to communicate.

Maintain and monitor dispatch equipment. Involves: Monitor phone, computer, control panels and security systems, if assigned, such as cameras, gates, doors, and fire alarm systems. Advices designated parties of and act on mechanical failures or alerts.

Maintain filing system, records, telephone logs and prepare reports. Involves: Enter data in to computer systems. Record and log incoming calls, fuel consumption, vehicle or property damage information and other pertinent data. Maintain inventory of keys. Keep a record of individuals on duty or on standby, investigations, route actions, and complaints. Update activity logs and prepare reports.



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Knowledge, Skills, and Abilities

- Application of good knowledge of city streets, intersections and geographical layouts.
- Application of good knowledge of two-way radios, switchboard, two-way radio, beeper or other systems, personal computers and word processing software, spreadsheet applications, mainframe processors, printers, faxes, copiers, calculators.
- Application of some knowledge of applicable rules, regulations, policies and procedures, Federal Communications Commission Rules and Regulations.
- Application of some knowledge of office procedures.
- Establish and maintain effective working relationships with coworkers and the public.
- Use and care of audio and voice communication equipment.
- Clear concise, polite oral communications.
- Interpretation of oral and written instructions, street locators and maps.
- Keep records and prepare reports.
- Work under pressure.

Other Job Characteristics

- Work various shifts and weekends.
- Some positions must pass a criminal background check and obtain and maintain federally mandated security clearance for working at an airport.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and one (1) year of experience involving public contact.

Licenses and Certificates: None.