

UTILITY DISPATCHER

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs responsible technical work receiving calls from the public and dispatching personnel and equipment, sometimes in response to emergency situations; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for conveying detailed or important instructions or information to others accurately, loudly, or quickly; hearing is required to receive detailed or important information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving and dispatching public utilities service calls; preparing work orders, written files and records of calls and dispatching activities.

Receives and dispatches calls from citizens, customers, businesses and City personnel by radio or telephone;

Obtains pertinent information regarding customer complaints or requests for service;

Prepares computer generated work orders for complaints received;

Dispatches proper personnel and equipment as required;

Routes and dispatches work orders to field crews;

Relays meter, valve, line and main locations to field crews;

Maintains radio log recording communications and reports;

Prepares records of water, sewer, gas and other service requests;

Operates computer and other standard office equipment incidental to maintaining and retrieving records;

Obtains and relays information as requested by field personnel, including GIS mapping information;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the methods of operating a communications system; thorough knowledge of the geography of the City and the location of streets and important buildings; thorough knowledge of utility methods, procedures, and terminology as applied to services and equipment; general knowledge of computer, radio, and telephone equipment and procedures; ability to enunciate clearly and distinctly; ability to exercise the use of good judgment in evaluating situations and making decisions; ability to think clearly and act quickly in an emergency situation; ability to deal with citizens in a courteous and effective manner; ability to understand and follow moderately complex oral and written instructions; ability to acquire and relay information accurately; ability to keep detailed records and prepare reports; ability to operate various office machines and a multi-channel two-way radio system.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school, and some experience in the operation of a radio, computer system, transmitting orders, and dispatching equipment and personnel.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the State of Tennessee.