

**CITY OF GLENDALE**

<b>TITLE:</b>	<b>Dispatcher/Router</b>	<b>CLASS CODE:</b>	<b>105</b>
<b>REPORTS TO:</b>	<b>Various</b>	<b>GRADE:</b>	<b>16</b>
<b>DEPARTMENT:</b>	<b>Various</b>	<b>FLSA:</b>	<b>N</b>

**JOB SPECIFICATION DATE: July 18, 2007 kad**

**JOB SUMMARY**

Receives telephone or radio calls and dispatches appropriate employees, crews, buses or equipment.

**ESSENTIAL FUNCTIONS**

1. Receives request for service calls from the public, other agencies, departments and crews, determines the priorities, and dispatches the appropriate employees, crews, buses and equipment.
2. Operates base radio unit to transmit messages to and from field crews, buses and supervisors.
3. Determines routes by using computer-mapping system. Refers to maps, street indexes, locations and other reference guides to determine locations, efficient routes, service jurisdictions, and provides information on transit services in neighboring cities.
4. Receives complaints, determines nature of complaints and refers to appropriate crew or supervisor or gives direct assistance.
5. Performs accounts payable duties for communication products and services.
6. Provides information to callers regarding estimated time of service, general policies, services available and other related information.
7. Compiles and maintains accurate records, log information and statistics for local and federal requirements.
8. Monitors, maintains and updates information on road closures, fire hydrants, utility outages, bus or equipment problems, crew locations, and bus shelters; keeps crews, drivers and supervisors informed.
9. Completes work orders, trip tickets, stores orders, complaint forms, various logs and timesheets.
10. Coordinates and monitors vehicle or equipment maintenance and repairs with the shop and request assistance for vehicle breakdowns.
11. Issues barricades, keys, radios and other equipment and takes periodic inventory.
12. Trains new employees in dispatch/router duties, policies and procedures.
13. Maintains computer files and records and generates reports.
14. Schedules drivers for appropriate shifts.

**SECONDARY FUNCTIONS**

15. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES**

### **Knowledge of:**

The operation of base radio and telephone equipment  
The geography and street landmark locations in the City of Glendale

### **Skill in:**

Typing and the operation of personal computers

### **Ability to:**

Read maps and chart routes  
Independently operate a base radio station, and to learn codes, equipment, call letters, crews, routes and zones  
Evaluate situations and exercise judgment in dispatching crews, buses and equipment  
Communicate clearly and concisely, both verbally and in writing  
Provide outstanding customer service by responding to employee and citizen problems, concerns and requests, including passengers with a wide range of special needs, in a courteous and respectful manner  
Interpret and explain City Transit policies and procedures  
Maintain complete and accurate records and logs  
Speak in a clear and understandable voice and remain calm in receiving and dispatching of calls  
Establish and maintain effective working relationships with the general public, other agencies and City employees  
Perform basic arithmetic calculations

## **WORKING CONDITIONS**

Restricted office setting

## **MINIMUM QUALIFICATIONS**

One year experience involving public contact; base radio and/or telephone operation, the use of computers and software packages.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

## **SPECIAL REQUIREMENTS**

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy.

Some night and weekend duty may be required

A valid Arizona driver's license