

Water Authority Position Description

COMM DISPATCHER TECH CAREER OP

Status	Position Code	Level	Date
APPROVED	CDTC	A05	Nov 2018

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

OPERATE RADIO COMMUNICATION EQUIPMENT. PRIORITIZE INCOMING REQUESTS AND DISPATCH SERVICES AS NEEDED FOR THE OPERATION OF THE WATER AUTHORITY.

MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED, PLUS THREE (3) YEARS GENERAL OFFICE EXPERIENCE, TO INCLUDE ONE (1) YEAR PROCESSING CUSTOMER SERVICE REQUESTS, CALLS OR RADIO COMMUNICATION.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS.
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

SUPERVISION RECEIVED/EXERCISED

THE COMM. DISPATCHER TECH. RECEIVES DIRECT SUPERVISION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

ESSENTIAL FUNCTIONS

1. RECEIVE ALL INCOMING CALLS THROUGH VARIOUS FORMS OF COMMUNICATIONS EQUIPMENT INCLUDING A TWO-WAY RADIO, TDD (TELEPHONE DEVICE FOR THE DEAF) TELEPHONE SYSTEM AND A MULTI-CHANNEL DISPATCH CONSOLE.
2. RESPOND TO REQUESTS AND RELAY EMERGENCY AND NON-EMERGENCY CALLS TO APPROPRIATE STAFF FOR SERVICE. ASSIGN AND SCHEDULE WORK.
3. MONITOR RADIO USE FOR COMPLIANCE WITH LAWS, RULES AND REGULATIONS RELATED TO ON-AIR COMMUNICATIONS. FOLLOW GUIDELINES AS SET BY THE FCC (FEDERAL COMMUNICATIONS COMMISSION). REPORT POTENTIAL ABUSES TO SUPERVISOR.
4. MAINTAIN DAILY LOGS AND RECORDS OF ALL CALLS RECEIVED AND STAFF DISPATCHED. MAINTAIN COMPUTERIZED RECORDS OF PERTINENT INFORMATION AS ASSIGNED BY DIVISION.
5. RESPOND TO PUBLIC INQUIRIES IN A COURTEOUS MANNER. RESEARCH DATABASES AND PROVIDE INFORMATION WITHIN THE AREA OF ASSIGNMENT. RESOLVE COMPLAINTS IN AN EFFICIENT AND TIMELY MANNER.
6. MAINTAIN AN OPERATING COMMUNICATIONS LINE WITH LAW ENFORCEMENT AND EMERGENCY AGENCIES INCLUDING FIRE, AMBULANCE AND AQUATIC RESCUE.
7. FOLLOW ESTABLISHED EMERGENCY PROCEDURES AS ASSIGNED BY WATER AUTHORITY. OBTAIN INFORMATION AND ADVICE FROM SUPERVISORS, POLICE RESCUE PERSONNEL OR OTHER EMERGENCY SERVICES. RELAY PERTINENT INFORMATION TO SUPERVISORS OR EMERGENCY PERSONNEL.
8. SUPERVISE THE USE, CARE AND OPERATION OF COMMUNICATIONS EQUIPMENT. INFORM APPROPRIATE PERSONNEL FOR MAINTENANCE ASSISTANCE.
9. OPERATE VARIOUS FORMS OF COMMUNICATION EQUIPMENT. RECORD AND ACCESS INFORMATION ACCURATELY TO AND FROM COMPUTER AS NEEDED.

SUPPLEMENTAL FUNCTIONS

1. ENSURE ADHERENCE TO SAFE WORK PRACTICES AND PROCEDURES.
2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

BASIC OPERATIONS, SERVICES AND ACTIVITIES OF A COMMUNICATIONS DISPATCH PROGRAM
STREETS, LANDMARKS AND GEOGRAPHY OF CITY OF ALBUQUERQUE AND BERNALILLO COUNTY
FEDERAL COMMUNICATIONS COMMISSION (FCC) ESTABLISHED RULES AND REGULATIONS
ENGLISH USAGE, SPELLING, GRAMMAR AND PUNCTUATION
MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS
PRINCIPLES AND PROCEDURES OF RECORD KEEPING
PERTINENT FEDERAL, STATE AND LOCAL LAWS, CODES AND REGULATIONS

PREFERRED SKILL/ABILITY

OPERATE VARIOUS FORMS OF COMMUNICATIONS EQUIPMENT
RESPOND TO EMERGENCY SITUATIONS QUICKLY AND CALMLY AND IN ACCORDANCE WITH
WATER AUTHORITY POLICIES AND PROCEDURES
EVALUATE AND PRIORITIZE ASSIGNMENTS, WORK ON MULTIPLE ASSIGNMENTS
SIMULTANEOUSLY UNDER PRESSURE
MAINTAIN RECORDS, FILES AND LOGS
INTERPRET AND EXPLAIN WATER AUTHORITY POLICIES AND PROCEDURES
TYPE AT A SPEED NECESSARY FOR SUCCESSFUL JOB PERFORMANCE
RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL PUBLIC
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
OPERATE OFFICE EQUIPMENT INCLUDING COMPUTERS AND SUPPORTING WORD
PROCESSING AND SPREADSHEET APPLICATIONS
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE
CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED
DUTIES AND RESPONSIBILITIES SUCH AS: SITTING FOR PROLONGED PERIODS
MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE
DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES