

# Water Authority Position Description

## COMM DISPATCHER

Status	Position Code	Level	Date
APPROVED	DISP	A05	Mar 2017

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

COMMUNICATION DISPATCHER TECH LEVEL: HIGH SCHOOL DIPLOMA OR GED, PLUS THREE (3) YEARS GENERAL OFFICE EXPERIENCE, TO INCLUDE ONE (1) YEAR RADIO DISPATCHING AND/OR TWO-WAY RADIO OPERATION EXPERIENCE. COMMUNICATION DISPATCHER LEVEL: MUST MEET REQUIREMENTS OF COMM. DISPATCHER TECH. LEVEL PLUS A TOTAL OF TWO (2) YEARS EXPERIENCE IN RADIO DISPATCHING AND/OR TWO-WAY RADIO OPERATIONS EXPERIENCE AND TRAIN THE TRAINER CERTIFICATE AND COMMUNICATIONS DISPATCHER CERTIFICATE. SR. COMMUNICATIONS DISPATCHER LEVEL: MUST MEET ALL COMMUNICATION DISPATCHER REQUIREMENTS PLUS POSSESS A TOTAL OF FOUR (4) YEARS EXPERIENCE IN IN RADIO DISPATCHING AND/OR TWO-WAY RADIO OPERATIONS EXPERIENCE AND TRAIN THE TRAINER CERTIFICATE AND SENIOR COMMUNICATIONS DISPATCHER CERTIFICATE

### ADDITIONAL REQUIREMENTS

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

### SUPERVISION RECEIVED/EXERCISED

THE COMMUNICATION DISPATCHER TECHNICIAN RECEIVES DIRECT SUPERVISION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF. THE COMMUNICATION DISPATCHER AND SR. COMMUNICATION DISPATCHER RECEIVE GENERAL 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