

DEPARTMENT DISPATCHER

MAJOR FUNCTION

This position receives requests and dispatches appropriate staff or units in response to all calls for service. Work is performed under the general supervision.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Receives and prioritizes all requests for services in unincorporated areas and other areas as required of Marion County.
- Records nature of service request, communicates with staff in the field, and dispatches personnel and equipment.
- Transmits other official messages via the two-way radio, emergency medical services radio, teletype, or paging system (according to the department of assignment).
- Maintains complete status of all on-duty service personnel locations and activities.
- Maintains logs and related documentation regarding dispatch activities, e.g., number of service calls, location and staff assigned, etc..
- Maintains appropriate communications with other departments and agencies where dispatch activities require efficient coordination of multiple resources.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

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SUPERVISION

This position has no supervisory responsibilities.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree; with one to three months related experience; or equivalent combination of education and experience.

Licenses

Possession of a valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one with customers and employees of the organization.

Mathematical Skills

- Ability to add and subtract two digit numbers and to multiply and divide with tens and one hundreds.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Problem Solving Ability

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.

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Specialized Skills and Abilities

- Ability to maintain composure in stressful situations and to remain calm during emergencies.
- Knowledge of geographical features of Marion County and landmarks, location and responsibilities of County and State agencies, and the ability to maintain records.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, two-way radio, telephone, telephone/radio recorder, headset, pager, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to lift up to twenty-five pounds; will regularly be required to stand, walk, and sit; and will frequently be required to use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. Special vision requirement for this position is close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level for this environment is moderate.

Established: 10/99

Pay Grade: 7

Job Description Number: 6030

Category: 6

Status: NE

Revised: 2/2004