

GENESEE COUNTY

DISPATCHER - HIGHWAY

DISTINGUISHING FEATURES OF THE CLASS: This is a responsible position in which the incumbent is required to operate various types of communications equipment to dispatch Highway personnel and equipment. The incumbent is also responsible for maintaining a variety of computerized records and accounts and developing computerized reports as needed. The work is performed in accordance with departmental policies and procedures under the direct supervision of the Highway Superintendent or his/her designee. Supervision of others is not generally a requirement of this position. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Maintains radio communications between the Highway Department and its vehicles, equipment and work crews;
Maintains payroll and equipment accounts, inputs data, and develops job reports for activity billing;
Records reports of calls and emergencies, annotates type of response and crews and equipment dispatched;
Monitors fuel farm activity, including the fuel tank alarm system, swipe card account system and fuel orders;
Prepares, types, and edits correspondence, reports, memoranda, and other material as to content, accuracy, and completeness;
Inputs data to standard office and departmental forms, both manual and automated;
Makes simple postings to various accounts;
Compiles and tabulates data;
Maintains dispatch documents and records;
Notifies public utility companies of proposed highway work, receives and records utility stakeouts and clear notices for underground utilities;
Notifies emergency management, local fire departments, sheriff and school districts of road closures and the location of routine road and bridge maintenance activities;
Records location and initiates removal of dead deer carcasses from county highway rights of way;
Performs routine equipment checks and tests;
Files Notice to Airmen (NOTAMS) for the Genesee County Airport during snow removal operations or pavement maintenance activities;
Monitors weather conditions for Highway Department work crews;
Receives, records and sends, calls and alarms of accidents, spills, fires and other emergencies to Emergency Management, Sheriff's Dispatch and other agencies as required;
Initiates backup generator for emergency power when required;
Maintains Highway Department Dispatch Office as secondary Sheriff's Dispatch in case of emergency;
Maintains dispatch work area and equipment in clean and working condition.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: Thorough knowledge of the geography of the County; working knowledge of radio telephone and other types of communications and peripheral communication equipment; working knowledge of computers and software applications; ability to receive and relay messages in a manner which insures the communication of the essential information required to provide for effective action; ability to use good judgment and act quickly and calmly; ability to speak, write and enunciate clearly; ability to understand and follow written and oral directions; clerical aptitude including the ability to prepare and maintain records and reports; mental alertness; tact and courtesy.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND EITHER**:

- OR:**
 - A. One (1) year of full-time, paid experience as a dispatcher,
 - B. One (1) year of full-time, paid clerical experience in a business or organization in which dispatching of personnel or equipment was a responsibility,
- OR:**
 - C. Any equivalent combination of training and experience indicating the ability to perform the duties of the job.

NOTE: Volunteer dispatch experience as an active member of an emergency services organization will be prorated.

Competitive Class
Adopted 5/26/99

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.