

MAJOR FUNCTION

This is routine work operating a radio transmitter, radiotelephone, or related communications equipment to screen, and dispatch information of a routine or emergency nature to utility, or other City personnel. This employee schedules all paratransit trips for Dial-A-Ride and other community transportation services for StarMetro. Maintains and updates the scheduling software system and performs a wide variety of clerical functions associated with communications operation and operation of the work area to which the position is assigned. Work is performed according to departmental rules and regulations and reviewed through observation and inspection for accuracy through internal controls and by results obtained. Supervision is received from a supervisor who reviews work methods and records of effectiveness for adherence to rules, regulations, and procedures.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Operates radio frequencies to receive messages. Receives all incoming calls on telephone lines and channels them to the proper department. Sends and receives all messages on teletype and computer. Receives work orders, complaints, and requests for services on the utilities systems. Transmits messages on utility radio frequencies to service people and field supervisors. Maintains radio logs and records of all telephone calls and receives and maintains records for water taps and sets. Researches and analyzes all paratransit trip requests and schedules trips utilizing the most effective and efficient vehicle and route. Maintains updates and enters trip information into as well as makes updates due to changes in roads, the addition of new buildings, and dwellings into the Trapeze PASS system. May coordinate drivers' training. Operates paratransit vehicle when necessary. Performs a wide variety of clerical duties such as data entry, data retrieval, and report generation relating to the above functions. Performs related work as required.

Other Important Duties

Performs general clerical functions to support the operations of the work area to which the position is assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of the geography of the area, its road network, and surrounding areas. Knowledge of traffic laws, Knowledge of rules, regulations, and procedures for dispatching equipment. Knowledge of methods and practices of operating radio transmitting equipment and scheduling software. Some knowledge of the federal regulations regarding transmission by radio. Some knowledge of office routines and clerical functions. Ability to react quickly and calmly in emergencies. Ability to maintain a variety of clerical records. Ability to speak distinctly and to communicate effectively with the public and other personnel. Ability to operate standard office equipment, microcomputers, and associated programs and applications. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of radio dispatching, experience; or a high school diploma or equivalent recognized certificate and four years of clerical experience with significant responsibility for radio dispatching, scheduling, or public reception.

Necessary Special Requirements

Must possess the appropriate State Commercial Driver's License (CDL) and endorsement (s) at the time of appointment, or must have passed the appropriate written CDL test/endorsement (s) and obtained a CDL permit at the time of appointment and obtain the appropriate CDL licensure within 60 calendar days from date of employment as a condition for continued employment.

Established: 06-18-24