

CITY OF COLLEGE PARK, MARYLAND

CLASS SPECIFICATION

CLASS TITLE: DISPATCH/ADMINISTRATIVE CLERK

FLSA Status: Nonexempt

GENERAL CLASS DESCRIPTION: Positions in this classification answer calls from citizens for service and dispatches appropriate personnel to respond to request. Maintains a variety of records regarding incoming calls, dispatched personnel, services provided, and work orders. Responsible for department timekeeping function and preparation of department time sheets. Duties require some independence and initiative. Receives general supervision from the Public Works Supervisor.

ESSENTIAL JOB FUNCTIONS:

The following duties are typical for this classification. Not all the listed duties may be required and other duties may be required or assigned.

- Receives and records calls from citizens requesting service from the Public Works Department. Requests services including snow removal, trash and recycling pick ups, pot hole repairs, leaf pick up, and animal control/pick ups. Dispatches appropriate personnel to respond to service requests.
- Controls all vehicles while on the road. Reports all problems and need for maintenance to the Automotive Supervisor.
- Maintains a variety of records and reports regarding department services and activities to include: leaf and recycling schedules and records; records of salt used and snow plow services performed during snow emergencies; gas used for city vehicles/fleet; and service calls received and dispatched personnel.
- Receives and processes tickets from landfill; and checks resident identification for citizens disposing of refuse at landfill. Sorts mail and work orders; and distributes or files accordingly.
- Prepares time sheets for the department, tracking leave usage and daily work distribution.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.

Technical Knowledge:

- General knowledge of services provided by department in order to respond to calls and dispatch appropriate personnel.
- Some knowledge of the layout and geography of the City.
- General knowledge of record keeping and filing procedures.
- General knowledge of procedures for entering, retrieving and manipulating data in an automated information system.

Physical Requirements:

- Ability to operate a telephone and dispatching radio.
- Ability to operate a variety of office equipment.

Language Ability & Interpersonal Communications:

- Ability to answer the telephone and courteously respond to citizen requests.
- Ability to communicate effectively and establish positive working relationships with department personnel.
- Ability to prepare records, logs and activity reports. Ability to read City maps.
- Ability to read and follow oral and written instructions.

Environmental Adaptability

- Work is predominantly performed indoors in an office environment.

ACCEPTABLE TRAINING AND EXPERIENCE

Graduation from high school or equivalent with 1 - 2 years experience in answering phones, dealing with the public and performing routine clerical duties; or any equivalent combination of training and experience which provides the required knowledges, skills and abilities.

College Park is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.