

**City of Salem**  
**CLASS SPECIFICATION**

CLASS. TITLE:	Public Works Dispatch Center Supervisor	CLASS. CODE: 0501
DEPARTMENT:	Public Works	FLSA: E
REPORTS TO:	Customer Service Manager	DATE: 12/27/01

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**Job Summary:**

Supervises and assures the effective operation of a 24/7 Public Works Operations dispatch center. Coordinated communications and services between the department and all other city agencies, County and State government agencies, local utility companies, contractors, police, fire and the general public.

**Essential Job Functions**

(All functions may not be performed by all incumbents.)

1. Plans, assigns, trains and coordinates the work of dispatchers engaged in receiving, analyzing, and dispatching appropriate personnel for emergency and non-emergency calls for the operations division within the department. Prepares employee performance appraisals.
2. Maintains personnel roster database including direct contact with field supervisors and data entry to keep database up to date.
3. Coordinates with division supervisors to prepare, update and maintain duty roster for divisions to facilitate after hours emergency response.
4. Prepares monthly work schedule calendar and arranges shift coverage for absent dispatchers.
5. Functions as a dispatcher when needed including taking calls, dispatching crews, responding to alarms, greeting walk in visitors, handling radio calls, and coordinating crew efforts with other government agencies and local utility companies.
6. Performs database searches upon request including sending customer feedback letters and creating customized database queries.
7. Prepares center's budget, monitors and approves expenditures.
8. Develops, revises and updates work standards and procedures for the center and tracks employee performance against those standards.

**Important Job Functions**

1. Designs, inputs and produces telephone usage reports and analyzes call patterns, trends and times for staffing purposes and to analyze staff telephone performance.
2. Maintains paging system, orders pagers, arranges for repair/replacement of pagers and updates data in desktop units, software and database.
3. Coordinates dispatch operation procedures with other divisions and agencies to keep procedures current.
4. Conducts special projects as assigned by division staff.
5. Attends meetings and various training seminars and conferences as required.
6. Performs other duties as required by supervisor.

**MATERIAL AND EQUIPMENT USED:**

- Desktop computer
- Calculator

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- Two way radio
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Associate's degree from an accredited college or university in business administration or a related field; and,

Four (4) years of experience in a related field; or,

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

**License(s) and Certification(s):**

- None required.

**KNOWLEDGE AND ABILITIES:**

**Knowledge of:**

- Supervision principles and techniques.
- City geography, infrastructure and policy as it relates to dispatch operations.
- Personal computers and associated software, two way radios and associated code language.

**Ability to:**

- Analyze, plan and implement a variety of programs and procedures.
- Communicate effectively verbally and in writing to a wide range of individuals.
- Maintain proper customer service protocol.
- Prepare budget and monitor expenditures.
- Work independently and make decisions with minimal supervision.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Maintain required work hours and attendance.

**Physically able to:**

- Sit, keyboard, write, hear and speak for extended periods.
- Stand frequently for extended periods.
- Bend, kneel, stoop or climb and cross rugged and uneven terrain.
- Lift up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.