

**CITY OF SALEM  
CLERK DISPATCHER**

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20009  
40009**

**NATURE OF WORK**

This is responsible office and clerical work in receiving inquiries, dispatching field personnel and maintaining records and files during a shift.

Work involves responsibility for answering citizen inquiries and dispatching field personnel in such a manner as to expedite service and gain most efficiency from office and field units. Work includes the investigation and resolution of complaints from citizens which are normally handled by field personnel. Work also includes preparing correspondence and reports, billing functions, cost distribution, record and file maintenance or related work. Assignments are performed with relatively little supervision; incumbents make independent decisions based on established policies. Supervision is not a regular responsibility of this classification. Supervision is received in the form of work objectives and specific assignments and through periodic review of products and performance.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the duties listed and many positions will involve duties which are not listed.)

Operates two-way radio; dispatches messages and instructions to field personnel; relays work assignments; maintains records of location of field personnel.

Receives inquiries from the public and determines most efficient and effective method to expedite service.

Maintains communications procedures manual and makes recommendations to improve policies and procedures.

Writes reports; maintains logs; maintains various labor, material and equipment records; maintains files. Draws updated maps from provided originals.

Answers general inquiries of the public.

Monitors telemetering system; makes minor adjustments as needed; notifies proper authorities if equipment malfunctions.

Schedules City personnel to complete underground utility locations as requested by other agencies or the public.

Performs other related work as required.

### **WORK QUALIFICATIONS**

Experience working with the public in progressively responsible clerical or dispatch positions preferably in a government or utility operation; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Considerable knowledge of the geography of the City, the street system and other local agency service areas or ability to gain in-depth knowledge quickly.

Knowledge of standard office practices, methods and equipment.

Knowledge of water, wastewater collection, storm drain and street maintenance work and the equipment used is desirable.

Skill in the use of the typewriter, computer and other office equipment as required by the position.

Skill in the operation of radio equipment or ability to develop such skill during a short training period.

Ability to enunciate clearly, speak effectively and write legibly.

Ability to work with little supervision after initial training period.

Ability to read maps.

Ability to make complex computations and tabulations with speed and accuracy.

Ability to convey a sense of concern and good service to citizens through efficient and competent performance.

Ability to maintain emotional composure during periods of stress and high activity.

Ability to maintain complex clerical records and to prepare reports.

Ability to use independent judgment in making decisions and effectively applying department operating policies.

Ability to establish and maintain good working relations with other employees and the public.

Ability to use various computer software programs assigned to the position is desirable.

Experience operating a two-way radio is desirable.

Some positions may require possession of a valid Oregon driver's license or Class 4 driver's license and the ability to meet City driving standards.

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Personnel Director

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