

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Dispatcher

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
A	1	3	Non-Exempt	Public Safety	Chief of Public Safety

CLASS SUMMARY:

This position is responsible for receiving calls, dispatching appropriate individuals, and performing related tasks.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Receives public safety, maintenance, elevator entrapment, and other calls and dispatches appropriate staff.
2.	Monitors surveillance and/or alarm systems and requests staff to set alarms, respond to emergencies, and perform related tasks as needed.
3.	Prepares work orders for building maintenance needs.
4.	Enters parking citations, activity sheets, work reports, call logs, and other materials into appropriate databases.
5.	Maintains and files records and logs of calls received.
6.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 1-3 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Customer service principles;
- Geographic layout of housing authority property;
- Related alarm systems;
- Computers and related software applications;
- Recordkeeping principles.

Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under direct supervision, using well-defined policies and procedures. Work is reviewed by supervisor. Limited opportunity exists for exercising independent judgment and decision making. Refers most problems to supervisor.

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SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Operating multi-line phone systems;
- Maintaining records and logs;
- Preparing work orders;
- Data entry;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR