

Position Code: 4490	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to receive and dispatch citizen service requests and complaints. The class is responsible for service requests and records/files for the area of responsibility. The class works according to some procedures; decides how and when to do things under general supervision.

TYPICAL TASKS

- Handles incoming telephone calls from customers, citizens, and field personnel concerning public works or utilities needs.
- Communicates responses/resolutions from field forces to customer service clerks and customers.
- Prepares and dispatches work orders as required; maintains daily log sheet of same.
- Prepares and maintains records/files in compliance with departmental standards and regulations.
- Verifies statistical and other records, and monthly water and sewer reports for accuracy and completeness.
- Performs routine office tasks such as typing, filing tapping jackets and billing registers, faxing, and photocopying.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Copies, transcribes, enters, or posts data or information.
Interpersonal/People Involvement	Serves others such as customers, attends to their requests and exchanges information with them.
Reasoning Requirements	Performs semi-routine work solving occasional problems.
Mathematical Requirements	Performs basic addition and subtraction, such as making change or measuring.
Language Requirements	Reads basic sentences, instructions, or work orders; writes basic sentences and completes uncomplicated job forms; speaks sentences using basic grammar.
Mental Requirements	Performs simple repetitive clerical and operating tasks following a few definite procedures; performs minor short term planning; requires little attention for accurate results.
Decisions/Supervisory Control	Makes a few decisions, affecting mainly the individual.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of one month of related, full-time equivalent experience.
Special Certifications and Licenses	None

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

City of Chesapeake

Class Title: Service Dispatcher