



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 503.1

Job Title: **DISPATCHER**

Pay Grade: 8

GENERAL SUMMARY:

Performs communication duties including receiving incoming calls, determining call priority and relaying necessary information to field personnel.

RESPONSIBILITIES:

- Answers information-seeking, complaint and distress calls.
- Determines call priority and dispatches necessary information to appropriate field personnel by way of radio and/or computer communications.
- Furnishes callers with information and directions.
- Uses computer to enter and retrieve information from various sources.
- Maintains a daily log of calls, reports and messages.
- Interprets and follows oral and written instructions.
- Uses maps and directories to locate and identify field sites.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

Six months of experience as a dispatcher, receptionist, typist or other clerical position are required.

COMPLEXITY:

Work consists of routine and repetitive tasks, processes or operations requiring the selection and execution of simple actions.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with clerical and technical staff. Interaction involves routine information exchange and/or service activity requiring common courtesy; e.g., answering questions, giving directions in response to requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or service activity which requires common courtesy; e.g., directing calls and answering questions.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Dispatcher
Senior Dispatcher
Office Supervisor

Effective: October 1990

Revised: May 2020