



# CITY OF HOUSTON

## JOB DESCRIPTION

---

---

Job Code: 503.2

Job Title: **SENIOR DISPATCHER**

Pay Grade: 12

### **GENERAL SUMMARY:**

Performs communication duties, including informing field personnel of service calls requiring immediate response or other special handling. Accepts and processes instructions and/or questions from mobile field units and supervisors.

### **RESPONSIBILITIES:**

- Answers more serious complaint and distress calls forwarded from a dispatcher; determines priority of each call.
- Locates complaint site and appropriate field personnel and transmits necessary information by way of radio, telephone, and/or computer communications.
- Maintains radio contact with units to monitor field personnel's locations and activities during involvement with the complaint.
- Coordinates the delivery of support materials, information, and personnel from other departments or agencies as needed.
- Provides supervisors/managers with status reports; relays information to other affected departments and /or agencies.
- Operates computer to research, store and retrieve pertinent information from various sources.
- Makes general broadcasts to alert additional field personnel to stand by for assistance if necessary.
- Uses telephone to obtain additional information from complainant for field personnel and unit supervisor's/manager's use.
- Consults with Dispatcher Supervisor/Manager regarding unusual or especially complex problems.
- Interprets and follows oral and written messages and instructions; uses maps and directories to locate/identify field sites.
- Logs all calls and keeps simple records.

### **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.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

One year of experience as a dispatcher or work in a clerical/telephone or radio/telephone operation is required.

### **COMPLEXITY:**

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staff. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating, resolving problems and/or obtaining necessary information.

#### **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 information exchange and/or service activity requiring moderate tact and cooperation.

### **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 monitor.

### **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*