

CLASS SPECIFICATION FOR
Shop Clerk-Dispatcher

GENERAL STATEMENT OF DUTIES: Performs a variety of responsible clerical duties, answers the telephone and radio, and dispatches vehicles and personnel; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This clerical work involves individual responsibility and the exercise of independent judgment in keeping records, making work orders, answering the telephone and radio, and dispatching vehicles and personnel. Receives general supervision, but the incumbent is expected to perform independently once basic instructions have been given.

EXAMPLES OF WORK (illustrative only):

- Keeps shop log;
- Keeps accurate and detailed records of time vehicle is received for maintenance or repair, disposition of vehicle, type of maintenance or repair performed, time work is completed and time vehicle leaves shop;
- Completes work orders;
- Keeps equipment files;
- Receives telephone calls from vehicle operators, department officers and others, takes messages and dispatches personnel;
- Answers questions regarding repairs or maintenance on vehicle;
- Dispatches County and private vehicles for field repair, maintenance or for towing;
- Operates base radio, receiving calls and dispatching workers;
- Logs emergency and regular work orders;
- Keeps a record of location of maintenance personnel, status of each job and location of equipment at all times;
- Determines if call is emergency or whether it can be handled on a routine basis;
- Keeps a record of work in progress and gives information concerning the status of vehicle and other repairs;
- Assists with processing paper work in stockroom for obtaining parts and supplies;
- Prepares a variety of monthly and special reports;
- Maintains a library of construction, maintenance, parts and related literature;
- May handle overflow typing as time permits;
- Prepares time reporting;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of office terminology, procedures and equipment and of business arithmetic and English; ability to use the telephone and radio in a professional business-like and courteous manner; ability to communicate clearly, concisely and effectively; familiarity with and skill in the use of a personal computer and commonly utilized business software packages; ability to write legibly; ability to get along well with others; clerical aptitude; mental alertness.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and two (2) years of experience in clerical or office work, including some experience in dealing with the public; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENT: Some positions may require possession of a valid driver's license issued by the State of Virginia.