



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: DISPATCHER

BARGAINING UNIT: [CIV BARGAINING](#)

CODE NUMBER: 6630

PAY RANGE CODE: [08170](#)

REVISION DATE: 9/24/15

NATURE OF WORK:

This is dispatching work involving answering calls to report downed limbs, signal malfunctions, and other such occurrences and communicating with field supervisors to resolve them. Incumbents also monitor surveillance cameras and electronic building and fence alarm systems.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Responds to callers who report problems such as snow and ice complaints, potholes in city streets, sewer backups, traffic signal malfunctions, and downed trees or limbs, and forwards the information to the appropriate duty supervisors.

Orders barricades and portable stop signs to be erected as needed.

Completes computerized work orders and maintains a log of all calls received and the corrective action taken.

Retrieves weather data such as surface temperature and dew point from a computer website and forwards the information to Street Maintenance Division management personnel.

Monitors a digital identifier and recorder which provides a printed record of the time, date, and vehicle identification number of radios as dispatches are initiated.

Monitors surveillance cameras and electronic building and fence alarm systems.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of street locations in the City of Omaha.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to speak clearly and distinctly and to hear to communicate.

Ability to establish and maintain effective working relationships with fellow employees and members of the general public.

Ability to read a city map to identify street locations.

Ability to complete forms electronically and manually and to maintain an accurate log of calls received.

Ability to distinguish emergency from non-emergency calls and make quick and correct decisions regarding the appropriate response.

Ability to view surveillance cameras, digital equipment, and a computer in the performance of assigned duties.

Ability to understand oral or written instructions.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to sit from 76 to 100% of the time, and reach up to 25% of the time.

Ability to use up to ten (10) pounds of force up to 33% of the time to move objects.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer
Electronic Alarm System

4 Channel Radio
Surveillance Cameras

Printer
Telephone

Digital Recorder

Facsimile Machine

Previous Revision Date(s):

3/25/93

4/26/01