

**City of San Rafael
Job Class Specification**

Job Title: Yard Clerk Dispatcher

SUMMARY

Under general supervision maintain and operate the Public Works Corporation Yard Dispatch Center and common stores area; and to perform a variety of typing and clerical work in support of Public Works Corporation Yard divisions.

DISTINGUISHING CHARACTERISTICS

Dispatcher/Yard Clerk is a one-position classification working in the City's Public Works Corporation Yard. This classification is distinguished from other dispatching/secretarial positions at the City in that it works specifically with Public works related telephone and radio dispatching; performs shipping, receiving, ordering, stocking, and issuing of supplies.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receives Public works related routine and emergency telephone complaints and requests for service from the public, assesses nature of callers problem, explains City procedures and priorities, and forwards information to appropriate supervisory or crew personnel for action.
- Monitors, receives, transmits, and coordinates radio messages for Public Works personnel.
- Dispatches personnel under direction of supervisory personnel.
- Maintains logs and records of calls and messages, nature and location of service requests, including information on the caller, and time received.
- Forwards street light and traffic signals monthly logs to Traffic Engineering division.
- Receives, orders, stocks, and issue supplies and equipment to Public Works personnel according to established procedures.
- Types letters, memos and reports; maintains files.
- Performs related clerical work to support Supervisors in the Public Works department.
- Maintains petty cash and of office supplies.
- Performs related duties as required.

KNOWLEDGE OF:

- Radio communication practices and protocols
- English grammar, spelling, and punctuation
- Alphabetical, numerical, chronological and topical filing systems
- Standard office administrative and clerical practices and procedures
- The City's work coding and reporting system
- Functions and responsibilities of different work groups within the Public Works Department
- Modern office equipment including PC and related software

ABILITY TO:

- Communicate tactfully and effectively with the general public and City employees, including during emergency conditions and/or hostile situations.
- Operate telephone, radio, and paging equipment.
- Read and interpret zone maps.
- Prioritize multiple service requests.
- Operate a ten-key machine.
- Operate common office equipment such as photocopier.
- Post, sum and verifying data.
- Operate modern office equipment including PC and related software.
- Use radio codes and crew/personnel assignments and codes.

- Type at a corrected speed required by the department.
- Work overtime and be subject to call out department operations in inclement weather and other emergencies.

EDUCATION AND/OR EXPERIENCE:

A typical way of gaining the knowledge, skill, and ability outlined above is: Graduation from high school or equivalent; and two years of responsible clerical work which has included responsibility for posting and summing accounts and significant public telephone contact. Previous dispatching and/or warehouse experience is desirable but not required.

Licenses:

Valid California driver's license and have a satisfactory driving record.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand, walk, and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in indoor conditions and frequently works near video display. The employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually loud.

FLSA Status: Nonexempt
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