

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Maintenance Dispatcher	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Maintenance	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G-28/CSEA 125 Salary Schedule

(Former Classification: Dispatcher/Maintenance Technician)

BASIC FUNCTION:

Under the direction of an assigned supervisor, operate a telecommunications switchboard to provide reasonable, timely delivery of professional services to meet the needs of the assigned department; receive and forward incoming calls to the appropriate staff; dispatch personnel to handle emergency requests; prepare and maintain related records and reports and perform clerical work as assigned.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Operate a telecommunications switchboard; receive, screen and direct incoming calls; provide information and make necessary connection to appropriate personnel or department to ensure timely delivery of communication. *E*

Process and close out work orders in a reasonable, timely manner as related to assigned duties. *E*

Receive and monitor emergency calls to ensure safe and efficient operation of District schools and departments. *E*

Contact appropriate personnel and local utilities regarding outages, malfunctions and repairs in a timely manner to ensure the safety of the students, staff, sites and departments; prepare related reports. *E*

Operate a variety of communications equipment, including pagers, two-way radios and computers. *E*

Receive calls from District personnel; record calls and report to appropriate departments. *E*

Communicate with a variety of District personnel, local emergency agencies and others; provide information, resolve issues and complaints. *E*

Process, prepare and maintain related records and reports and perform clerical work; and prepare mail for distribution as assigned. *E*

Operate a computer to perform assigned duties. *E*

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year experience of responsible clerical experience or experience operating a telephone switchboard.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Operation of telecommunications equipment, including a switchboard.
- Operation of office machines including computer equipment and specified software.
- Basic record-keeping techniques.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Current office practices, procedures and equipment.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

- Perform responsible clerical work involving independent judgment and requiring speed and accuracy.
- Operate a telecommunications switchboard and related communications equipment including pagers, two-way radios, computers and others.
- Utilize alpha and numeric filing systems.
- Complete work with many interruptions.
- Work effectively under stress and emergency situations.
- Maintain accurate records and prepare reports.
- Communicate, understand and follow both oral and written directions effectively.
- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Type at 40 net words per minute and input data accurately.
- Plan, prioritize and schedule work to meet schedules and time lines.
- Learn current computer systems/software programs to apply to work.
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Apply integrity and trust in all situations.
- Actively participate in meeting District goals and outcomes.
- Learn District organization, operations, policies, objectives and goals.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment; considerable distraction from office activities; exposure to emergency situations.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, dexterity to operate switchboard and related equipment; hearing and speaking to exchange information in person or on the telephone; seeing to read and prepare reports; sitting or standing for extended periods of time; reaching overhead, above the shoulders and horizontally to maintain and retrieve files.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the American with Disabilities Act as required by law.

E=Essential Functions