

Function of Job:

Under general supervision designated supervisor, receive and relay and/or assign response to calls for dispatch of personnel, equipment and/or vehicles of service maintenance units and/or transportation or security services and respond to written and walk-in requests for such services according to established procedures and provide support services during curtailed operations and special situations as assigned.

Characteristic Duties and Responsibilities:

1. Receive all incoming calls for service maintenance units and/or transportation service or security vehicles, analyze requests, schedule work, and assign response units as appropriate.
2. Support dispatch center services by dispatching and receiving requests on a two-way radio communications system, telephone systems, and pagers.
3. Respond expeditiously to emergency situations and breakdowns.
4. Research and maintain up-to-date knowledge of general service maintenance department operations, including location of units, services performed, campus buildings, and daily schedules and/ or general transportation or security department operations, including college/university bus/van routes, weather conditions, daily schedules, charter and handicap operations.
5. Organize and maintain information on files and back-up procedures for office/department information, utilizing computer applications, such as word processing and spreadsheets, email and internet access; generate labels, spreadsheets and reports and sort and distribute mail as assigned.
6. Initiate and operate Computer Aided Dispatch (CAD) equipment and systems for all emergency services processed through the dispatch center.
7. Maintain records of calls, general activities of services and/or vehicle locations; track maintenance requests as assigned.
8. Contact appropriate outside contractors/vendors for services as directed.
9. Transfer maintenance request data from source documents to computer and assign appropriate billing and track and analyze encumbrances as required.
10. Communicate details of campus activities to incoming shift personnel; provide coverage for assigned shift and serve on call as required.
11. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation or equivalent and one year of related experience.
2. Basic computer skills as required by department.
3. Ability to communicate verbally in a clear manner.
4. Sufficient physical dexterity to perform duties and responsibilities of this job.
5. Ability to remain calm and take decisive action during emergencies.
6. Familiarity with two-way radio communications, telephone systems, and paging equipment.
7. Valid light commercial driver's license if required by hiring department.
8. Ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.

Additional Desirable Qualifications:

1. Knowledge of rules and regulations relating to equipment in use, including those of the Federal Communications Commission pertaining to radios.

1/22/04
System Approval

11/10/03
Effective Date

* Revised - Original approved 5/13/75 and revised 2/20/79, 7/30/80, 3/1/82, and 6/12/87.

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.