

**POSITION DESCRIPTION
COUNTY OF HENRY, INDIANA**

POSITION: Dispatcher / Data Technician
DEPARTMENT: Highway Department
WORK SCHEDULE: As Assigned (Seasonal Schedule)
 [April to October, Monday through Thursday, 7:00 a.m. to 5:00 p.m. and November to March, Monday through Friday, 7:00 a.m. to 3:00 p.m.]
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)
DATE WRITTEN: November 1988 **STATUS:** Full-Time
DATE REVISED: December 1996; December 1997; **FLSA STATUS:** Non-Exempt
 and March 2018
SALARY: \$29,529 Annually **PROBATIONARY:** 60 Days

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent serves as Dispatcher for the Henry County Highway Department, responsible for dispatching Department personnel, statistical data input, laborer, light equipment operator, and various clerical operations.

DUTIES:

Answers telephone and greet office visitors, professionally and respectfully, responding to complaints, providing information and assistance, taking messages, and/or transferring/directing to appropriate individual or Department.

Responds to two-way radio calls from work crews, and dispatches assistance, as necessary, including reviewing maps to locate rights-of-way and road surface cover as requested.

Maintains various logs, records and work activity reports, such as diesel fuel usage, mileage, work location, and work crew activities according to type of repair/construction, location, materials and personnel by means of a Word or Excel program, or other designated software.

Assists in preparing bi-weekly payroll forms, entering and totaling and checking hours, leave and overtime, and submitting to appropriate personnel.

Unlocks highway garage daily, securing at end of day.

Assists in monitoring and maintaining inventory of supplies, equipment and replacement parts for repair of department vehicles, including preparing specification forms for vendors and requesting ordering of supplies as needed.

Occasionally performs duties of other Department personnel in their absence or as needed, including

Laborer.

Performs and assists as laborer and light equipment operator (e.g. weeding, mowing, salting sidewalks, general janitorial duties, etc.).

Serves on 24-hour call for emergencies.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Thorough knowledge of local geography and ability to read maps.

Required knowledge of OSHA standards and policies as laborer and light equipment operator.

Participate in monthly and scheduled training for OSHA standards.

Proficient in Microsoft Word and Excel programs and training of other software programs that apply to Department.

Working knowledge of standard office policies and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of basic bookkeeping principles and ability to perform basic arithmetic calculations and maintain accurate records.

Ability to properly operate a variety of standard office equipment, including computer, printer, telephone, fax, typewriter, copier, calculator, and 2-way radio.

Ability to understand and follow oral and written instructions, and work with others in a team environment.

Ability to work on several tasks at the same time and complete assignments effectively amidst frequent distractions and interruptions.

Ability to effectively communicate orally and in writing with co-workers, other County Departments and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to serve on 24-hour call and respond swiftly, rationally and decisively to emergencies. Possession of a valid driver's license and demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs a variety of relatively standard duties according to established policies and procedures of the department, using independent judgement in reviewing public complaints regarding road problems

and determining dispatching priorities. Incumbent performs data entry of various materials, labor and other inventories for statistical tracking. Incumbent will perform and assist as laborer and light equipment operator (e.g. weeding, mowing, salting sidewalks, general janitorial duties, etc.). Incumbent's work is periodically reviewed during critical phases and upon completion of specific tasks for accuracy and adherence to instructions/guidelines. Errors in decisions or accuracy of work may result in loss of time to the department and/or inconvenience to the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, and the public for the purpose of exchanging and explaining information.

Incumbent reports directly to the Assistant Administrator.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs majority of duties in a standard office environment involving sitting for long periods. When occasionally performing duties of laborer and light equipment operator, duties may involve bending at waist, pushing/pulling objects, lifting/carrying objects weighing less than 50 pounds, crouching/kneeling, and exposure to inclement weather, traffic, machinery vibration and noise, dust and dirt. Incumbent serves on 24-hour call and responds to emergencies, as necessary.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Dispatcher/ Data Technician for the Highway Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes_____ No_____

Applicant/Employee signature

Date

Print/Type Name