

ROUTING DISPATCHER SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>
1167	Routing Dispatcher I	04	170	6 mo.	07/29/88
1168	Routing Dispatcher II	04	170	6 mo.	07/29/88
1169	Routing Dispatcher III	04	170	6 mo.	07/29/88
3590	Routing Supervisor/*Service Office Supervisor	04	170	6 mo.	07/29/88

Promotional Line: 62

Series Narrative

Employees in this series dispatch or supervise the dispatch of craftsmen in response to request for routine maintenance, repair, or alteration of buildings or grounds on a campus or in response to requests for service at functions being held on the campus. They also prepare and maintain records of such job orders.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Routing Dispatcher I **1167**

Employees at this level assist in the dispatch of craftsmen for routine maintenance, repair, and/or alteration work on campus buildings and grounds and service at functions occurring on the campus. The work under direct supervision from a designated supervisor.

A Routing Dispatcher I typically –

1. receives telephone and other requests for service or needed repairs and dispatches information relative to such requests to the appropriate staff and/or craft
2. writes and distributes service requests to proper craft
3. issues verbal instructions for service to proper “trouble-shooters” and follows up with proper written order or service request
4. types work orders and answers inquiries relative to such work
5. assists in the maintenance of job order records
6. performs other related duties as assigned

Level II: Routing Dispatcher II **1168**

Employees at this level are responsible for dispatching craftsmen for routine maintenance, repair, and/or alteration work on campus buildings and grounds and service at functions occurring on the campus. They work under general supervision from a designated supervisor.

A Routing Dispatcher II typically –

1. receives telephone and other requests for service or needed repairs and dispatches information relative to such requests to the appropriate staff and/or craft
2. writes and distributes service requests to proper craft
3. issues verbal instructions for service to proper “trouble-shooters” and follows up with proper written order or service request
4. types work orders and answers inquiries relative to such work
5. assists in the maintenance of job order records
6. assists Routing Dispatcher III in setting up job orders and routing follow-up on such work
7. assumes responsibility for job order work in the absence of Routing Dispatcher III
8. performs other related duties as assigned

Level III: Routing Dispatcher III**1169**

Employees at this level are responsible for the routing of all reports for repairs and maintenance of campus buildings and grounds. They work under general supervision from a designated supervisor.

A Routing Dispatcher III typically –

1. issues work orders to perform all job orders
2. sets up repair orders for detailed statements
3. checks breakdown on repair jobs for work order, number, class, labor, and materials
4. closes out job orders
5. maintains files for proper follow-up and accounting for job orders
6. supervises the routing office in the absence of the supervisor
7. assists in the training and supervision of Routing Dispatchers I and II
8. performs other related duties as assigned

Level IV: Routing Supervisor/*Service Office Supervisor**3590**

Employees at this level are responsible for the routing of all reports for repairs and maintenance of campus buildings and grounds. They work under administrative supervision from a designated supervisor.

A Routing Supervisor typically –

1. issues work orders to perform all job orders
2. supervises assigned personnel

3. issues and processes material requisitions
4. sets up repair orders for detailed statements
5. checks breakdown on repair jobs for work order, number, class, labor, and materials
6. closes out job orders
7. assigns automobiles to staff and/or transportation for faculty and staff
8. checks progress reports
9. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Routing Dispatcher I

1167

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. clerical aptitude
2. ability to take and accurately transcribe dictation of average difficulty over the telephone, if required by the position to be filled
3. ability to type rapidly and accurately
4. ability to make decisions and maintain poise under pressure

Level II: Routing Dispatcher II

1168

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent
2. one year of experience as a Routing Dispatcher I

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. clerical aptitude
2. ability to take and accurately transcribe dictation of average difficulty over the telephone, if required by the position to be filled

- 3. ability to type rapidly and accurately
- 4. ability to make decisions and maintain poise under pressure

Level III: Routing Dispatcher III

1169

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

- 1. high school graduation or equivalent
- 2. one year of experience as a Routing Dispatcher II

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

- 1. general knowledge of job order systems and accounting procedures
- 2. knowledge of craft jurisdiction and building trades terminology
- 3. ability to take and accurately transcribe dictation of average difficulty over the telephone, if required by the position to be filled
- 4. ability to type rapidly and accurately
- 5. ability to make decisions and maintain poise under pressure

Level IV: Routing Supervisor/*Service Office Supervisor

3590

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

- 1. high school graduation or equivalent
- 2. three years of supervisory experience in office management or accounting work

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

- 1. general knowledge of office management and accounting procedures
- 2. knowledge of craft jurisdiction and building trades terminology

Routing Dispatcher I.....	Edited
Routing Dispatcher II.....	Edited
Routing Dispatcher III	Edited
Routing Supervisor/*Service Office Supervisor	Edited

**Denotes Alternate Title for Class*