

**CLASS SPECIFICATION**  
**SAN DIEGO CITY CIVIL SERVICE COMMISSION**  
**PUBLIC WORKS DISPATCHER**

**DEFINITION:**

Under general supervision, to operate a base radio station, receiving and evaluating requests for public works services, and dispatching appropriate public works field units; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

In a training capacity, positions classified as Public Works Dispatchers may be underfilled with Dispatcher I in accordance with the City's Career Advancement Program.

**\* EXAMPLES OF DUTIES:**

- Operates a radio console in a central public works communications center to receive and transmit voice messages to public works field units;
- Receives incoming telephone calls and evaluates requests for public works services; elicits essential information from callers;
- Dispatches the appropriate field units and standby crews;
- Receives and transmits messages to coordinate the activities of field units;
- Updates incident information by using appropriate computer application programs and typing into computer keyboard;
- Acts on requests from field units for information and assistance;
- Answers routine inquiries and refers calls not requiring dispatches to responsible departments;
- Maintains and updates radio, message and other logs and manuals;
- Monitors alarm systems at transmitter/receiver sites;
- Assists in training subordinate dispatchers.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Six months of full-time experience receiving and dispatching requests for public works field service units in a centralized public works Communications Center.

- \* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.