



City of Kansas City, Missouri Job Class Specification

Job Title: DISPATCHER

Department: MULTI

Job Code: 1556

Status: NONEXEMPT

Grade: L-4

Summary

This is specialized work receiving and recording telephone messages and complaints directed to a department of the municipal government as well as receiving and dispatching messages, personnel, maintenance crews, and equipment over a radio communication system on an assigned shift.

Work involves responsibility for participating in the prompt, efficient dispatch of messages, personnel, and equipment in response to complaints, or emergency, routine service, and related requests.

Work requires considerable application of personal initiative and independent judgment and affords considerable latitude for flexibility in methods used, subject only to restrictions as set down by city policies. Work allows individuals to exercise considerable independent judgment while following preset standard operating procedures for some core functions of the job.

Duties and Responsibilities

- Participates in all operations of a departmental dispatch office.
- Ensures the prompt, efficient receipt and dispatch of calls as well as the maintenance of appropriate logs.
- Coordinates and assists with other departments and divisions in order to provide maximum service to field units.
- Performs related clerical work by keeping track of records concerning field inspection visits made by department servicers, inspectors, and contractors and notifying other municipal departments and utility companies of actions that have an effect on their assigned functions.
- Processes complaints and requests for services using electronic information systems.
- Maintains knowledge of organizational, operational, and administrative changes within some city departments.
- Follows-up on service requests, monitors status and outcomes
- Composes and prepares written communications.
- Performs related duties as required.

Technical Skills

Demonstrate knowledge the principles, practices, and methods of radio transmitting and receiving equipment; governmental rules, regulations, procedures, and records necessary in radio transmission; the basic areas, principal streets, facilities, and systems and geography of Kansas City, Missouri. Demonstrate ability to plan, instruct, supervise, and evaluate the work of subordinates assigned to dispatch office; react quickly and calmly in emergency situations; transmit messages clearly and accurately via radio and telephone.

Must demonstrate ability to perform addition, subtraction, multiplication, and division of whole numbers and fractions, calculate percentages, and convert units of measure; perform calculations with weights and volumes and the use of weight scales.

Education and Experience

High school graduation and one (1) year experience in processing and receiving calls in a public or private customer service environment

**Certificates/
Licenses/Special
Requirements**

- Must pass a background check as prescribed by the City.
- Will be required to pass a preemployment drug screen.

**Supervisory
Responsibility**

May act as a lead worker.

**Supervision
Received**

Work is performed under general supervision

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

Revised

4/73, 10/03, 2/06, 9/06, 1/08,9/2022 , 01/2024