

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS SPECIALIST/DISPATCHER MAINTENANCE DIVISION

GENERAL STATEMENT OF JOB

Under general supervision, performs radio dispatch, work order related data entry, and administration work in the School System's Maintenance Division. Work involves receiving and logging requests for maintenance services, dispatching personnel to schools to perform requested work, and using computerized data entry equipment to maintain maintenance requests, prepare work orders, and maintain employee time and leave records. Also assist with the development, implementation, and maintain of the ISO work order procedure. Reports to the appropriate supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Trains and provides leadership in the use of maintenance work order computer programs; and serves as liaison for creating and/or revising special reports from work order computer programs.

Receives requests for maintenance work from individual schools, and prepares work orders; dispatches appropriate work crews via two-way radio to perform maintenance; maintains records of work requested and crews dispatched.

Utilizes computerized data entry equipment and various spreadsheets, word processing and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; selects data from varied sources including computer files, productivity reports, etc. and summarizes information for standard reports and forms showing maintenance costs and overall effectiveness.

Maintains workers' compensation claims and files.

Maintains maintenance employee time sheets and leave records, and advises employees of leave balances as requested.

Utilizes computerized time keeping software used in teaching employee time.

Assist with the development, implementation, and maintain of the ISO work order procedure.

Sort and Distribute mail to receive from internal and external sources to each department.

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Prepare for signature the department's Payroll Turn-Around Report

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school, supplemented by vocational/technical courses in data processing and 3 to 5 years of experience in clerical/ data entry work involving use of computer-driven spreadsheet, word processing and/or file maintenance programs; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

SPECIAL REQUIREMENTS

Possession of a valid driver's license issued by the State of North Carolina. An employee assigned to this position is designated as Category "A." Category "A" employees are governed by Guilford County Schools Policy GA and Administrative Procedure GA-P, "Drug and Alcohol Free Workplace," which spells out specific drug testing requirements, procedures and consequences of positive alcohol or drug tests or arrest for alleged violation of any alcohol or drug-related offense.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, copiers, facsimile machines, two-way radios, etc. Must be able to exert up to 10 pound of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical requirements are consistent with those for Sedentary Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, invoices, etc. Requires the ability to prepare correspondence, reports, forms, time sheets, leave requests, etc., using prescribed format.

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Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; and to determine decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in performing data entry.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone and two-way radio.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of computerized data entry and data processing equipment and software.

General knowledge of the types of maintenance performed by the department.

Working knowledge of the operations and capabilities of the applicable computer system.
Ability to prepare special reports requiring data manipulation and report format creation.

Ability to maintain complete and accurate records.

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Ability to prepare simple forms from oral instructions.

Ability to coordinate work schedules of several work teams.

Ability to type accurately at a moderate rate of speed.

Ability to maintain hardcopy files and logs.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.