

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
CLASSIFIED JOB DESCRIPTION**

Job Title: Maintenance Dispatcher

**Department: Building/Grounds
Maintenance**

**Grade J
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: August 2017

**Reports To: Maintenance
Manager**

Purpose of Job

The purpose of this job is to perform as Dispatcher within the School System Building/Grounds Maintenance Department. Duties and responsibilities include reviewing work request submitted to the maintenance department, prioritizing request, assigning work to and dispatching the school system maintenance tradesmen. Responsible for coordinating the activities of a maintenance team that includes tradesmen for structural, carpentry, electrical, HVAC/mechanical, plumbing, wastewater, small engine/custodial, pest control and grounds maintenance repairs. Responsible for tracking status of work assigned to maintenance personnel and ensure effective communications regarding status of work being performed. Acts as a liaison between the maintenance tradesmen, school staffs and school administrators. Serves in a supervisory role in the absence of the Assistant Maintenance Manager or Foreman.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Participate in the conceptual development of a construction project and oversee its organization, scheduling, budgeting, and implementation which include managers in specialized construction fields.

Reviews approved work request, determines approximate time required for work completion and assigns to appropriate maintenance tradesmen. Assigns work to maintenance personnel based on work request priority, age of request and estimated time needed to complete task to ensure a full workday for each maintenance worker.

Prepares and maintains maintenance workers daily work schedule; tracks work completion by workers, assigns additional task to workers as needed. Dispatches workers to emergency repair calls as needed.

Assist the department manager with preparation of work order status reports, personnel productivity reports and work order completion time tracking.

Directs and supervises maintenance tradesman in day to day operations: fills in as work supervisor in absence of Assistant Maintenance Manager or Foreman of Maintenance.

Answers telephone and provides information or directs class/messages to appropriate personnel.

Disseminates information and changes to work schedules and priorities to maintenance personnel as instructed or required.

Must have a working knowledge of all trade skills associated with the maintenance department and ability to reasonably estimate time needed to complete assigned task.

Attends meetings to aid in resolving conflicts or concerns raised by maintenance personnel and or schools.

Maintains assigned vehicle, equipment, and tools for the purpose of ensuring availability in a safe operating condition.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma (or GED) required, with a minimum of five years general maintenance experience in commercial/industrial maintenance, and a minimum of one year experience in dispatching work tradesmen and in general office experience: preferably within a local government or an equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job. Must possess a valid driver's license.

KNOWLEDGE OF JOB

Has thorough knowledge of the policies, procedures, and activities of the School System and transportation practices as they pertain to the performance of duties relating to the job of Maintenance Dispatcher. Has general knowledge of transportation and general office practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors and members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good

organizational, management, human relations. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines and equipment which includes a computer, printer, copy machine, calculator, telephone, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Maintenance Dispatcher. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Maintenance Dispatcher.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with vehicle maintenance equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have above average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the job of Maintenance Dispatcher.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date