

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

Job Title: Maintenance Dispatcher

Department: Building/Grounds Maintenance

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

Job Description

Date Reviewed: October 2022

Reports To: Maintenance Manager

Purpose of Job

The purpose of this job is to perform as Dispatcher within the School System Maintenance Department. Duties and responsibilities include reviewing work requests submitted by schools, 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.

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.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma (or Equivalent) 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 thorough 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.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 20 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

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