



## **JOB DESCRIPTION: DISPATCHER (C SHIFT: 11 P.M. – 7 A.M.)**

### **WHO WE ARE**

Monroe County Water Authority is a not-for-profit public benefit corporation that reliably provides quality, affordable water to foster economic vitality and enhanced quality of life for Monroe County and area communities who request service. Currently serving over 700,000 people in Monroe and its five adjacent counties, MCWA produces and delivers an average of 60 million gallons of water each day.

### **WHAT WE OFFER**

- Competitive pay
- Opportunity for advancement
- Full-time position (C shift: 11 p.m. – 7 a.m.)
- Health insurance
- Dental insurance
- Life insurance
- Paid vacation
- 12 paid holidays per year
- Five personal days
- Deferred compensation plan
- New York State Employees Retirement System

### **WHAT YOU BRING**

This position involves the operation of a telephone, two-way radio and computer equipment for the efficient relay of information and dispatch of personnel and motor vehicle equipment for routine and emergency calls. Work involves maintenance of computerized logs and records.

Candidate should have working knowledge of the agency and service area; ability to learn the operation of a two-way radio; ability to learn to read maps and simple utility plans; ability to follow oral and written instructions; ability to complete standardized forms and logs; ability to operate a computer keyboard for the purpose of record keeping; ability to deal courteously with the public; ability to work effectively under pressure; ability to attend to details; and organizational ability.

### **TYPICAL WORK ACTIVITIES**

- Relays information on service complaints to appropriate department or worker or resolves customer complaints
- Dispatches and selects appropriate personnel and motor vehicle equipment to execute emergency repairs and to perform the necessary functions

- Keeps work records on maintenance and service crews
- Translates utility maps, location index cards, permit records and field book notes for crews in the field and inputs them into computer files
- Performs security checks of building and equipment
- Prepares and coordinates facility stakeouts with Underground Facilities Protective Organization (UFPO) and other utilities in accordance with New York State laws

### **MINIMUM QUALIFICATIONS**

Graduation from high school or possession of an equivalency diploma plus one (1) year of full-time or its part-time equivalent experience in record keeping.