

Commonwealth of Massachusetts
Human Resources Division
Class Specification

189

Communication Dispatcher Series

I. COMMUNICATIONS DISPATCHER SERIES:

Communications Dispatcher I
Communications Dispatcher II

II. SUMMARY OF SERIES:

Incumbents of positions in this series transmit messages from a radio communications base station; monitor various radio frequencies; operate radio transmitting and receiving equipment; maintain records and logs of messages; search files to obtain information; coordinate radio communications; and perform related work as required.

The basic purpose of this work is to transmit messages over a fixed radio base station system to and from mobile and fixed units in accordance with rules and regulations of the Federal Communications Commission.

III. ORGANIZATIONAL LEVELS:

Communications Dispatcher I is the entry-level clerical job in this series.

Communications Dispatcher II is the first-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Transmits messages from a radio communications base station in accordance with the rules and regulations of the Federal Communications Commission.
2. Monitors various radio frequencies to receive, evaluate and forward information.
3. Operates radio transmitting and receiving equipment comprising a system of fixed stations and mobile units.
4. Maintains records and logs of information such as all messages received and transmitted, weather conditions and individuals or authorities to contact in emergency situations.
5. Searches files to obtain information in response to inquiries.
6. Coordinates all radio communications including emergency systems, relays messages and instructions to mobile or fixed stations concerned and operates public address systems and paging devices.
7. Checks operating condition of equipment and reports malfunctions to proper authority.

Based on assignment, incumbents of positions may also:

1. Observe, through a closed circuit television system, traffic movements and conditions such as accidents, fires and other hazards affecting traffic in tunnels and on highways or other related structures in order to monitor traffic flow.
2. Monitor and record the operation of pumps, exhaust fans, carbon monoxide detection systems and related components and operate or make minor manual adjustments to these systems as needed to maintain adequate ventilation in tunnels.
3. Operate lane control devices, related traffic signals, videotape equipment and/or public address systems; check proper operation of lighting, signals and other devices as required in order to improve traffic flow.

Commonwealth of Massachusetts
Human Resources Division
Class Specification

189

Communication Dispatcher Series

4. Maintain inventory of available snow/ice removal resources by recording assignments of workers and equipment and quantities of materials used.

5. Operate teletype equipment to receive and transmit messages.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Communications Dispatcher II:

Incumbents of positions at this level also:

1. Oversee and monitor communications activities in order to ensure compliance with governing laws, rules and regulations.

2. Provide on-the-job training to employees.

3. Maintain employee records to insure compliance with agency requirements.

4. Prepare employee work schedules to insure adequate communications.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency personnel and personnel from other state agencies, municipalities, the federal government and the general public.

VII. SUPERVISION RECEIVED:

Communications Dispatcher I:

Incumbents of positions at this level receive direct supervision from Communication Dispatchers or other employees of higher grade who provide instruction, assign work and review performance through reports for effectiveness and compliance with procedures and applicable rules and regulations.

Communications Dispatcher II:

Incumbents of positions at this level receive general supervision from employees of higher grade who provide procedural guidance, assign work and review performance through conferences and reports for compliance with policies and procedures and applicable rules and regulations.

VIII. SUPERVISION EXERCISED:

Communications Dispatcher I:

None.

Communications Dispatcher II:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 personnel.

IX. WORKING CONDITIONS:

Commonwealth of Massachusetts
Human Resources Division
Class Specification

189

Communication Dispatcher Series

Communications Dispatchers may be required to work varied shifts, weekends, holidays or nights; and may be subject to a standby (on call) work status.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Ability to use proper English grammar, punctuation and spelling.
2. Ability to read, write and comprehend the English language.
3. Ability to understand, apply and explain the provisions of the laws, rules, regulations, policies, procedures, guidelines, etc. governing assigned unit activities.
4. Ability to speak clearly and distinctly.
5. Ability to communicate effectively in oral expression.
6. Ability to give oral instructions in a precise, understandable manner.
7. Ability to follow written and oral instructions.
8. Ability to work accurately with names, numbers, codes and/or symbols.
9. Ability to gather information through questioning individuals and by examining records and documents.
10. Ability to assemble items of information in accordance with established procedures.
11. Ability to maintain accurate records.
12. Ability to establish and maintain harmonious working relationships with others.
13. Ability to deal tactfully with others.
14. Ability to adjust to changing situations to meet emergency or changing program requirements.
15. Ability to maintain a calm manner, make decisions and act quickly in stressful and emergency situations.
16. Ability to work independently.
17. Ability to exercise sound judgment.
18. Ability to exercise discretion in handling confidential information.

Based on assignment, the following additional qualifications may be required at hire:

1. Ability to operate teletype equipment.

Additional qualifications required at hire for Communications Dispatcher II positions:

1. Knowledge of the terminology, coding, symbols and standard abbreviations used in radio communications.
2. Knowledge of the methods of operating fixed radio communications equipment.

Commonwealth of Massachusetts
Human Resources Division
Class Specification

189

Communication Dispatcher Series

3. Knowledge of the methods of operating mobile radio communications equipment.
4. Knowledge of the laws, rules and regulations governing radio communications equipment.
5. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic review and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, regulations, policies, procedures, guidelines, etc. governing assigned unit activities.
2. Knowledge of the proper telephone procedures for making and receiving agency calls.
3. Knowledge of the types and uses of agency forms.

Based on assignment, the following additional qualifications may be acquired on the job:

1. Knowledge of the types and uses of teletype and related equipment in assigned unit.
2. Skill in operating teletype equipment.
3. Skill in operating pumps, exhaust fans, carbon monoxide detection systems, video monitors and related components.
4. Skill in operating lane control devices, traffic signals, videotape equipment and public address systems.

Additional qualifications acquired on job in Communications Dispatcher I positions:

1. Knowledge of the terminology, coding, symbols and standard abbreviations used in radio communications.
2. Knowledge of the methods of operating fixed radio communications equipment.
3. Knowledge of the methods of operating mobile radio communications equipment.
4. Knowledge of the laws, rules and regulations governing radio communications equipment.

Additional qualifications acquired on the job in Communications Dispatcher II positions:

1. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Communications Dispatcher I:

None.

Communications Dispatcher II:

Commonwealth of Massachusetts
Human Resources Division
Class Specification

189

Communication Dispatcher Series

Applicants must have at least (A) one year of full-time, or equivalent part-time, experience in the operation of radio receiving and transmitting equipment.

XIII. SPECIAL REQUIREMENTS:

Communications Dispatcher I:

After appointment, appointee must obtain a valid Restricted Radiotelephone Operator's permit issued by the Federal Communications Commission.

Communications Dispatcher II:

Possession of a valid Restricted Radiotelephone Operator's permit issued by the Federal Communications Commission.

Occupational Group 15

Revised 6/87