



Job Title	Work Control Dispatcher I, II, III	Job Code	FS0511, FS0512, FS0513
Pay Plan	USPS	Pay Grade	14, 15, 16
Union	AFSCME, Non-Union	FLSA Status	Non-Exempt
Job Family	Facilities	Union Code	20, 0
		Subfamily	Facilities Dispatch

Job Family & Subfamily Summary

Facilities Professionals plan, design, manage and/or perform activities related to the maintenance, construction and/or installation of facilities, infrastructure and grounds.

Facilities Dispatch Professionals respond to facilities issues and dispatch appropriate personnel and equipment as needed.

Job Summary

Provides essential support for the operational maintenance and sanitation of campus buildings to provide a safe, functional, clean, efficient and attractive living and learning environment.

Representative Duties

1. Call Center

- Initially prioritizes, validates, and distributes all incoming work requests that come from the internet, email, telephone, walk up window or hand held radio

2. System Administration

- Receives and evaluates emergency and non-emergency calls for administrative purposes
- Monitors parameters of plants and associated equipment, critical labs, server room
- Has a general understanding of interdepartmental responsibilities and procedures across the entire division

3. Information/Records

- Handles general request for information
- Researches relevant histories, logs, and computerize maintenance
- Inputs information into Facilities systems

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
See Level Addendum below		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

Level Addendum

Career levels exhibited in this role are listed below. The extent of representative duties listed above will vary in accordance with level of scope, autonomy, and experience described below.

Level I

- 0+ years of relevant work experience
- Work is closely supervised
- Requires little to no prior knowledge or experience.
- Work is routine or follows standard procedures.

Level II

- 2+ years of relevant work experience
- Individual contributor provides organizational dispatch support and customer service
- Problems are typically of a routine nature but may require interpretation or deviation from standard procedures.

Level III

- 4+ years of relevant work experience
- Monitors practices and processes to ensure continued relevance and effectiveness
- Serves as a lead on new initiatives
- Supervises other professionals or support staff

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.