

CLASS SPECIFICATION FOR  
**Senior Shop Clerk-Dispatcher**

**GENERAL STATEMENT OF DUTIES:** Performs a variety of responsible technical and clerical duties, answers the telephone and radio, and dispatches vehicles and personnel; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical clerical position that exercises independent judgment in keeping records, completing work orders, answering the telephone and radio and dispatching vehicles and personnel. The incumbent performs independently under general supervision and may supervise Shop Clerk-Dispatchers.

**EXAMPLES OF WORK (illustrative only):**

- Keeps shop log;
- Keeps accurate and detailed records of time vehicle is received for maintenance or repair, disposition of vehicle, type of maintenance or repair performed, time work is complete and vehicle leaves shop;
- Completes work orders;
- Keeps equipment files;
- Receives telephone calls from vehicle operators, departmental representatives and others, takes messages and dispatches personnel;
- Answers questions regarding repairs of or maintenance on vehicles;
- Dispatches County and private vehicles for field repair or maintenance, or for towing;
- Operates base radio, receiving calls and dispatching workers;
- Logs emergency and regular work orders;
- Keeps a record of location of maintenance personnel, status of each job, and location of equipment at all times;
- Determines if call is an emergency or whether it can be handled on a routine basis;
- Keeps a record of work in progress and provides on request information concerning the status of vehicles and other repairs;
- Assists with processing paper work in stockroom for obtaining parts and supplies;
- Prepares time reporting;
- Prepares a variety of monthly and special reports;
- May maintain a library of construction, maintenance, parts and related literature;
- May supervise Shop Clerk-Dispatchers;
- May handle overflow typing and data entry;
- Performs related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Considerable knowledge of office terminology, procedures and equipment and of business arithmetic and English; ability to use the telephone and radio in a professional business-like and courteous manner; solid familiarity with and proven skill in the use of a personal computer and commonly utilized business software packages; ability to speak clearly; good hearing; ability to write legibly, ability to get along well with others; clerical aptitude; mental alertness.

**MINIMUM EDUCATION AND EXPERIENCE:** Graduation from high school and three (3) years of experience in clerical or office work, including some experience in dealing with the public; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**ADDITIONAL REQUIREMENTS:** Some positions may require possession of a valid driver's license issued by the State of Virginia.