



JOB DESCRIPTION

Salary Grade: 4 CUPE 1328

Job Title:
Dispatcher

PRIMARY FUNCTION

The primary function of the job is to dispatch appropriate trades personnel/contractors to meet the maintenance needs at schools and Board properties. To prepare purchase orders as required.

MAIN RESPONSIBILITIES

1. Dispatch maintenance personnel/contractors (according to their trades), communicate and follow up status of work requests with parties by:
 - retrieving requests from the Notifications screen on the computer
 - prioritizing the requests according to emergency
 - creating work orders and purchase orders (when necessary)
 - dispatching a trade employee/contractor
 - contacting the Head Tradesman, Officer, Supervisor, Manager to seek for advice if required
 - following up the process of work requests (i.e. TECO of work order and Completion of Notification)
 - responding promptly and efficiently to simultaneous multiple calls on the 2-way radio or telephone, from tradesmen requesting purchase orders, new assignments, clarifications, directions, and/or closing of completed work
2. Prepare purchase orders (up to \$500.00) for maintenance staff and contractors by:
 - creating/issuing purchase order numbers
 - contacting contractors as requested by Officer, Supervisor or Manager

3. Perform other office duties such as:
 - processing of goods receipts by checking the accuracy of the purchase orders (vendor name, dollar value; location, work order number) and making any required changes
 - setting up files and filing/sorting work orders, packing slips and work order books
 - plotting tradesmen's daily activities and recording tradesmen's attendance
 - answering phone calls for the department, taking messages and forwarding calls
4. Providing back up in the absence of Maintenance Support Centre Assistant
5. Perform any other duties as assigned or required.

SKILL

- Secondary School Diploma or equivalent.
- 1 – 2 years related experience

EFFORT

- Complexity in prioritizing the daily activities; checking regularly the Notifications screen for Priority 5 requests and requests that would require a contractor
- Visual concentration on the computer (90%)

RESPONSIBILITY

- Independence action in responding to emergency calls and determining if to dispatch trades or contractors according to emergency
- Errors likely to occur in this job include: not responding to emergency calls may result in closing of schools; entering incorrect date into SAP may result in low productivity and high expenditures; entering incorrect absence codes may have impact on employees' wages and benefits
- Contact with departments and schools; tradesmen and contractors

WORKING CONDITIONS

- Open concept office environment (noisy and dusty)
- Work pressure and stress from: multiple task demands such as answering simultaneous multiple calls; suppliers insist on having a purchase order number before releasing items to tradesmen; dealing with frustrated staff from the Board