# JOB DESCRIPTION

**POSITION TITLE:** Secretary IV, Dispatching  
**JOB CODE:** 487D  
**DIVISION:** Operational Support  
**DEPARTMENT:** Maintenance Services  
**REPORTS TO:** Executive Director, Maintenance Services  
**FLSA:** Non-Exempt  
**PAY GRADE:** Rank IV (NC04)  
**PAY FREQUENCY:** Monthly  
**SALARY SCHEDULE:** Office Clerical/Technician Annual  
**WORK DAYS:** 238  
**PRIMARY FUNCTION:** Performs clerical duties related to the operation of Maintenance Services.

## REQUIREMENTS:

1. **Educational Level:** High School Diploma or GED required
2. **Certification/License Required:** None
3. **Experience:** None
4. **Physical Activities:** Routine physical activities that are required to fulfill job responsibilities.
5. **Knowledge, Skills, & Abilities:** Written and oral communication, customer service and multi-tasking skills, computer proficiency in one or more of the following: MS Word, Excel, web-based maintenance software applications.

*The Board of Education and the Superintendent may accept alternatives to some of the above requirements.*

## ESSENTIAL DUTIES:

1. Demonstrates prompt and regular attendance.
2. Answers phone calls from local schools and central office concerning questions about the status of routine maintenance work orders; directs calls to appropriate supervisor as needed.
3. Answers phone calls from local schools and central office concerning emergency maintenance work orders and dispatches the appropriate technician; updates supervisors on emergency situations.
4. Logs phone calls and dispatches technicians for non-emergency maintenance requests.
5. Inputs work orders into Maintenance work order system; distributes copies to technicians as needed.
6. Contacts utility companies concerning emergency power outages, gas leaks, and water main breaks; provides updated information to technicians and supervisors.
7. Maintains technician unit location information; provides information concerning location of technicians when requested.
8. Maintains vehicle assignment list and checks out spare vehicles.
9. Maintains quarterly preventive maintenance schedules for maintenance vehicles; coordinates schedules with Fleet Maintenance Department.
10. Coordinates annual maintenance vehicle emissions inspections; coordinates with Fleet Maintenance.
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<td>12.</td>
<td>Opens and distributes departmental mail.</td>
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<td>Performs duties of other office clerical personnel in their absence.</td>
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<td>15.</td>
<td>Performs other duties as assigned by appropriate administrator.</td>
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Signature of Employee __________________________________________ Date __________________________

Signature of Supervisor ________________________________________ Date __________________________