



## **JOB DESCRIPTION**

**TITLE:** Service Dispatcher

**EFFECTIVE DATE:**

**LOCATION:** Ft Sill

**REPORTS TO:** Work Control Supervisor

### **JOB SUMMARY:**

Performs duties under general supervision, and will involve a high degree of public contact as well as clerical work in an automated office environment. Services include handling incoming messages, establishing and maintaining files, preparing routine correspondence and completing duties as assigned. Responsible for judgment, thoroughness, and competence is most important due to the potential disruption of site operations or adverse customer relations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Will receive and answer inquiries from the customer by telephone or in person on a wide range of service and procedures requests. Greet visitors and take incoming phone calls, fax, and radio messages and promptly take care of requests or relay messages to the appropriate person. Provide the ability to communicate effectively with diverse and sometimes irate individuals and to handle calmly, and efficiently situations ranging from routine to emergency. Must be able to operate a personal computer to input to a database, and must possess strong attention to detail. Also the ability to monitor several audible communications devices, such as, telephone, fax and radio throughout the day while performing job tasks. Other duties as assigned.

### **ORGANIZATIONAL RELATIONSHIP:**

The Service Dispatcher reports directly to the Work Control Supervisor and has a support responsibility to all functional managers.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS:**

Must be able to operate a personal computer and must display skills in word processing, database and spreadsheets. Have the ability to deal with multiple responsibilities and to meet deadlines. Also must be able to perform basic accounting and mathematical computations with a good degree of accuracy.