

CONTROL DISPATCHER WORK

NATURE OF WORK

This is complex clerical work involving the receipt and dispatch of work order requests in the Department of Facilities Management.

Work involves responsibility for receiving requests for maintenance services; obtaining sufficient information on the nature of the request; generating work orders; and forwarding work orders to the appropriate workshop for action. Work is performed under general supervision and is reviewed by periodic quantitative reports and observation of results obtained.

ILLUSTRATIVE EXAMPLES OF WORK

Responds to incoming requests received via telephone, mail, over the counter, fax or email; obtains specific information on the nature of the problem, location, requester, etc.; provides information as required; records all incoming calls and action taken; and enters information obtained into the computerized system.

Determines the urgency of the request based upon established guidelines; identifies appropriate area in the Department of Facilities Management to respond to the request; dispatches the work order to the respective workshop; contacts shop supervisors immediately by phone or pager, depending on the urgency of the request; identifies appropriate department for invoicing purposes; and notifies respective departments if authorization forms are required for reimbursement.

Receives completed work order form from the assigned workshop; enters the work order number, the employee identification number for the employee who completed the work, the hours worked, the date the hours were worked, and worker's report into the computerized system; creates new work orders, as required, when multi trades are involved; modifies work orders to reflect external contractor involvement recording the invoice number, date, and dollar amount; and ensures information is keyed correctly.

Enters time card data submitted by workshop supervisors on work order numbers, employee numbers, hours worked to a computerized system.

Responds to customer enquiries or complaints which may involve retrieving file information or contacting trades staff; and refers customers to appropriate personnel, as required.

Receives, sorts and distributes Departmental mail; maintains a filing system; files completed work orders; records and forwards messages received at the Work Control Centre to appropriate staff; generates reports from the system, as requested; and orders stationery supplies.

Performs related work as required.

REQUIREMENTS OF WORK

Experience in clerical work in a computerized environment; graduation from high school supplemented by the completion of a one year program in the operation of computer applications; or any equivalent combination of experience and training which provides the following knowledge, abilities, and skills:

Knowledge in the efficient operation of a computer system.

Knowledge of the University environment and services provided by the Department of Facilities Management.

Knowledge of general office practices and procedures.

Some knowledge of the variety of trades positions and responsibilities of each trade group, including electrical, carpentry, mechanical and plumbing.

Some knowledge of the capabilities of computerized systems and related source documents.

Some knowledge of data entry operations.

Ability to obtain pertinent data and determine the urgency of a request.

Ability to respond effectively and efficiently to clients requests.

Ability to read and enter alphabetical and numerical data rapidly and accurately.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with staff, faculty and external contractors in providing a quality service to clients.

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