



THE JOHNSON GROUPS

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****Dispatcher/Receptionist Job Description****

****Summary - Dispatcher:****

The Dispatcher position involves receiving both emergency and non-emergency requests for towing assistance, determining the nature and urgency of calls (Police Request), initiating appropriate personnel, and maintaining close contact to monitor responses and support requirements.

It requires a considerable degree of initiative and independent judgment within procedural boundaries when responding to emotional, disturbed, and sometimes abusive individuals in various situations.

****Duties/Responsibilities - Towing Dispatch:****

- Receive and respond to emergency and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone and computer-aided dispatch (CAD) systems.
- Process and evaluate information received, prioritize calls, and dispatch required units.
- Maintain status and locations of towing personnel.
- Utilize technology, including computers, radio systems, telephones, fax machines, and other communication equipment.
- Create and maintain automated or manual logs of communication activity.
- Enter and maintain files for persons or property pending/recovery (lien notices on impounded vehicles).
- Maintain appropriate security and confidentiality of information.
- Stay informed of policies and procedures related to the towing operation.

****Job Tasks for Receptionist:****

- Operate the telephone to answer, screen, and forward calls, providing information and taking messages.
- Receive payment and record receipts for services.
- Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with invoices and other documents.
- Greet individuals entering the establishment, determine the nature and purpose of the visit, and direct or escort them to specific destinations.
- Hear complaints and/or direct them to the proper staff for resolution.
- File and maintain records. Maintain office equipment, including paper supplies/cartridges, etc.
- Transmit information or documents to customers/employees, using computers, mail, or facsimile machines.
- Schedule appointments, and maintain and update appointment calendars.
- Analyze data to determine answers to questions from customers or members of the public.
- Provide information about the establishment, such as the location of departments or offices, employees within the organization, or services provided.
- Keep a current record of staff members' whereabouts and availability.
- Collect, sort, distribute, and prepare mail, messages, and courier deliveries.

- Process and prepare memos, correspondence, or other documents.
- Enroll individuals to participate in programs/training and notify them of their acceptance.
- Perform duties such as taking care of plants and straightening magazines and light housekeeping duties to maintain the lobby or reception area.

****Desirable Knowledge, Skills, and Abilities:****

- Knowledge of computer technology and equipment.
- Knowledge of towing/recovery terminology and procedures.
- Knowledge of geography for the surrounding areas.
- Knowledge of the English language for spelling and proper word usage.
- Skill in multi-tasking: coordinating simultaneous mental, manual, and visual activities.
- Skill in observing situations analytically and objectively and relaying details accurately.
- Skill in communicating using two-way radio and telephone equipment.
- Skill in operating a variety of communications equipment effectively.
- Skill in reading and interpreting maps to determine locations.
- Ability to speak clearly and concisely.
- Ability to think clearly and act quickly in emergencies.
- Ability to establish and maintain effective working relationships with personnel, Town employees, law enforcement agencies, and the public.
- Ability to meet attendance schedule with dependability and consistency.

****Minimum Qualifications:****

- High School Diploma or G.E.D.
- At least 18 years of age.
- United States Citizen.
- No felony conviction or conviction of an offense that would be a felony.

****Special Requirements:****

This job description is intended to indicate the basic nature of the position allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.