

# Staff Report

for the Board of Directors' Meeting of October 12, 2016

**TO:** Board of Directors  
**FROM:** Chip Close, Water Operations Manager  
**DATE:** October 3, 2016  
**SUBJECT:** Formation of Dispatcher Position

***OPERATIONS***

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**RECOMMENDATION:**

Approve the elimination of a vacant Operations Technician position in lieu of the formation of a Dispatcher position.

**BACKGROUND:**

The consolidation of Customer Service and Cashiering into the Operations Department was completed in an effort consolidate and more efficiently provide uniform customer service messaging.

The first proposed modification is to eliminate a currently vacant Operations Technician position and replace it with a newly created Dispatcher position. The dedicated Dispatcher position will free up more field time for the existing Operations Technicians and eliminate the need to fill the currently budgeted position.

The Dispatcher position is proposed to be placed under the Customer Service chain of command and will help consolidate all customer service inquiries into one division. The proposed organization should eliminate call shopping where customers call multiple departments and receive different answers. Customer Service will become the hub for incoming calls and will lead to a more uniform customer service experience.

The proposed job description and pay scale was reviewed by Byrce consulting for both internal fit and external pay scale comparisons. In addition, the proposal was sent to the Labor Negotiations team and received no further comments or changes.

**BUDGETARY IMPACT:**

The proposed elimination of an Operations Technician position in lieu of a Dispatcher will be cost savings to the District.

- The Operations Technician II annual pay tops out at \$65,852.80
- The proposed Dispatcher pay scale tops out at \$55,265.60
- For a potential annual cost savings of \$10,587.20

Attachments (1):

- Proposed Job Description

## NEVADA IRRIGATION DISTRICT

### DISPATCHER I DISPATCHER II Range A55/A75 – BOD ??

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### DEFINITION

To perform a variety of customer service support duties; to receive and respond to customer service calls, dispatching appropriate personnel; to receive and process payments; to organize and maintain related records; to balance and reconcile accounts; and to perform related support duties in the area of assignment.; to perform duties requiring specialized knowledge; and to provide administrative support to Customer Account Administrator.

#### DISTINGUISHING CHARACTERISTICS

Dispatcher I: This is the entry level class in the Dispatcher series. Positions in this class typically have little or no directly related work experience. The Dispatcher I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Dispatcher II: This is the journey level class in the Dispatcher series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from Customer Account Administrator; may receive technical and functional supervision from assigned personnel.

#### ESSENTIAL FUNCTION STATEMENTS

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

##### Essential Functions:

1. Receive and respond to customer service calls and inquires related to water service in a professional and courteous manner.
2. Dispatch service calls to the appropriate field personnel and direct them to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.

## NEVADA IRRIGATION DISTRICT

### Dispatcher I/II

#### Essential Functions: (Continued)

3. Monitor Supervisory Control and Data Acquisition system (SCADA); contact appropriate personnel to respond to alarm conditions.
4. Analyze emergency situations, make reasoned decisions, and contact appropriate personnel.
5. Initiate work requests for necessary repairs through computerized work order tracking system.
6. Utilize knowledge of District infrastructure, processes, rules, and regulations to resolve or refer customers and employees to the appropriate personnel for resolution of inquiry.
7. Answer inquiries related to department records and services; provide information regarding customer account status; assist customers with completion of forms and documents; resolve customer complaints and inquiries.
8. Prepare a variety of correspondence, spreadsheets and reports.
9. Monitor and verify daily, weekly, and monthly data; make corrections as necessary.
10. Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
11. Communicate with people outside the organization, representing the organization to customers, the public, government, and other external sources.
12. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
13. Perform related duties as assigned.

## QUALIFICATIONS

### Dispatcher I

#### Knowledge of:

Modern office equipment including use of applicable computer applications.

Principles and practices of effective customer service.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

District policies and procedures related to area of assignment.

#### Ability to:

Learn to perform a variety of technical duties in support of District operation programs.

## **NEVADA IRRIGATION DISTRICT**

### **Dispatcher I/II**

Operate and use modern office equipment including a computer and applicable software.  
Effectively respond to and resolve the more difficult customer service issues.  
Establish and maintain effective working relationships with those contacted in the course of work.  
Communicate clearly and concisely, both orally and in writing.  
The ability to communicate information and ideas in speaking so others will understand.  
Ability to perform assigned work with minimal mistakes in a timely manner while experiencing frequent interruptions.  
Work after hours night call on normal workdays, weekends, and holidays to assess emergency situations and dispatch needed personnel.

#### Responsibility to:

Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.  
Operate equipment in a careful and safe manner.  
Acknowledge the use of safeguards by other employees.  
Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.  
Report any safety risks or hazards to your supervisor or other management personnel.  
Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

### **EXPERIENCE AND EDUCATION GUIDELINES**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### Experience:

One year of clerical, accounting, or dispatching experience that involved providing customer service.

#### Education:

Equivalent to completion of the twelfth grade.

#### License and Certificate:

Possession of, or ability to obtain, a valid California driver's license.

### Dispatcher II

In addition to the qualifications for the Dispatcher I:

#### Knowledge of:

Principles and practices of water distribution and water production.  
Principles and practices of basic accounting.

## **NEVADA IRRIGATION DISTRICT**

### Dispatcher I/II

Pertinent Federal, State and local laws, codes and ordinances.

Principle and practices of record keeping and technical data review.

Proficient computer skills including knowledge of Word, Excel, and mapping programs.

#### Ability to:

Review a variety of documents for accuracy.

Prioritize work and coordinate several work activities.

Make mathematical calculations with speed and accuracy.

Organize and maintain a variety of financial records and files.

Interpret and explain District policies and procedures.

Operate computerized accounting software.

### **EXPERIENCE AND EDUCATION GUIDELINES**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### Experience:

Two years of responsible experience similar to Dispatcher I with the Nevada Irrigation District.

#### Education:

Equivalent to completion of the twelfth grade.

#### License and Certificate:

Possession of, or ability to obtain, a valid California driver's license.

### **WORKING CONDITIONS**

#### Environmental Conditions:

Work is normally performed in a temperature controlled office environment subject to typical office noise.

#### Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; lift or carry weight of 25 pounds or less.

#### Mental Conditions:

Essential functions may require maintaining mental condition necessary to review documents related to department operations; observe, identify, and problem solve office systems and procedures; understand, interpret and explain department policies and procedures; explain and problem solve office issues for the public and with staff; handle conflict.