

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

COMMUNICATIONS DISPATCHER

POSITION CODE: 08815  
Effective: 1-1-81

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, operates two-way radio, telephone and/or emergency disaster teletype equipment to transmit and receive clear text messages between base to base to mobile stations; prepares and maintains all records and files relating to communication traffic.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Operates two-way radio, telephone and/or emergency disaster teletype equipment to transmit and receive business and priority messages between mobile and other base stations; monitors assigned frequencies; determines priority of message handling and prepares messages for transmission according to established procedure and format.
2. Types radio station log sheets; maintains records of all communications transmitted and received.
3. Relays requests for emergency vehicles and other equipment; provides selected information concerning emergency situations such as road conditions and weather conditions to the public.
4. Prepares and maintains records such as radio station call identification, identification forms, equipment serial numbers and vehicle numbers, and hazardous materials.
5. May prepare and maintain a situation map showing road conditions, location of vehicles, equipment and personnel, maintenance headquarter and section headquarter sites or other centers of activity.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## COMMUNICATIONS DISPATCHER (Continued)

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of high school.

#### Knowledges, Skills and Abilities

Requires elementary knowledge of the operation and care of a typewriter.

Requires elementary knowledge of office practices and procedures, business English, spelling and commercial arithmetic.

Requires ability to type accurately at a normal working rate of speed.

Requires a good speaking voice, free from sibilant voice characteristics.

Requires ability to properly arrange material for transmission and to determine priority of messages.

Requires ability to maintain satisfactory working relations with other employees and the public.

Requires ability to recognize simple malfunctions of equipment.