



## Job Description

**POSITION CODE:** 683  
**Classified Group:** CSEA  
**Salary Range:** 26  
**Work Days:** As Assigned  
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**POSITION TITLE:** Lead M&O Work Order Technician/Dispatcher

**DEFINITION:** Under general supervision, receives emergency repair requests and maintenance work order requests from all locations in the district; sets priorities within established guidelines; dispatches personnel as needed; processes work orders; monitors district security cameras. This is the working lead level.

**DIRECTLY RESPONSIBLE TO:** Supervisor, Electronic Center

**SUPERVISION OVER:** N/A

**DUTIES AND RESPONSIBILITIES:** (Any one position may not include all duties listed; the listed examples do not include all duties and responsibilities which may be found in positions within this classification.)

1. Provide automated reports of district equipment and facilities using the work order system.
2. Assists in ensuring M&O Work Order Technician/Dispatcher coverage for 24/7 operation.
3. Provides leads with copies of outstanding work order requests for their designated shops; identifies priority work order requests and multi-craft work order requests.
4. Assists in updating and maintaining operating instructions for monitoring fire and life safety systems.
5. Compiles and tabulates statistical data.
6. Plans, assigns, inspects, and directs the work of district M&O Work Order Technicians/Dispatchers.
7. Initiates, modifies, and closes work orders in automated system.
8. Answers inquiries requiring general knowledge of services, procedures, and practices for the department and for the district.
9. Receives telephone calls and emails for emergency, urgent, and routine maintenance repair service requests.
10. Determines and schedules requests based on degree of importance and type of request (urgent, health and safety, vandalism, routine, etc.).
11. Maintains locator board for all maintenance and operations personnel in the district.
12. Determines and dispatches appropriate district staff by radio, cell phone, or email for emergency requests.
13. Records nature and scope of service in automated system; contacts sites for clarification on incomplete or confusing work order requests.
14. Communicates with schools and departments regarding the status of work order requests; may forward inquiries to shop leads for resolution.
15. Reviews finalized work order documents for accuracy, completion, and conformance to established procedures; ensures actual labor and material costs are entered into the automated system.
16. Maintains and files work orders by craft, site, and work location.
17. Records vandalism incidents and repair charges for each school.
18. Compiles information from a variety of sources and prepares forms and/or reports.
19. Receives service requests for a variety of machines at all locations; logs request; contacts vendors or district personnel for service or repair.
20. Monitors school security cameras; conducts video surveillance for district sites; monitors fire and life safety systems.

21. Contacts district staff, law enforcement, and fire department personnel on alarms and security as needed.
22. Arms alarm systems as custodial staff close work sites for the night.
23. Notifies and requests information from public safety authorities, public utilities, and local county and state agencies.
24. May receive forwarded phone calls after business hours from other district departments and sites.
25. May compose routine letters and other miscellaneous correspondence.
26. Performs related work as required.

## **QUALIFICATIONS:**

### Education and Experience:

Any combination of training, education, and experience which demonstrates ability to perform the duties of the position, preferably with experience in work order processing, scheduling in building/construction trades, and/or monitoring fire and life safety systems.

### Knowledge, Skills, and Abilities:

- Knowledge of methods, materials, and terminology used in the construction and maintenance trades
- Knowledge of standard office practices, procedures, and telephone etiquette
- Ability to read work orders and documents
- Ability to write simple memos and reports
- Ability to determine priorities, analyze situations and take appropriate action
- Ability to remain calm in emergency situations
- Ability to keep records and prepare reports
- Ability to learn operation of radio and other communication equipment, such as email, telephones, and cell phones
- Ability to work independently and make decisions within the framework of established guidelines
- Ability to establish and maintain effective relationships with staff those contacted in the course of work
- Ability to understand and follow verbal and written instructions
- Ability to communicate effectively both verbally and in writing with administrators, staff, students, and the community
- Ability to maintain consistent, punctual and regular attendance

## **WORKING CONDITIONS:**

### Work Environment:

- Indoor office environment
- Constant interruptions and possible emergency situations
- Moderate noise

Typical Physical Characteristics: (with or without the use of aids; consideration will be given to reasonable accommodation)

- Communicate to exchange information in person, with small groups, and on the telephone
- Inspect documents and other written materials with fine print
- Remain in a stationary position for extended periods of time
- Operate office equipment requiring repetitive hand movement and fine coordination

Hazards:

- Exposure to dissatisfied individuals

Other Characteristics:

- Willingness to work on holidays, evenings, or weekends

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 8/9/2017  
Adopted: 6/13/1995  
Revised: 2/13/1996  
Revised: 3/24/2000  
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