

Job Title: Maintenance Dispatcher

Wage/Hour Status: Non-Exempt

Reports to: Office Manager

Pay Grade: 305

Dept./School: Maintenance

Date Revised: November 22, 2024

Primary Purpose

Act as a communication point for the incoming emergency calls and dispatch maintenance crews, as needed. Monitor the building automated system to ensure proper operation of HVAC systems.

Qualifications

Education/Certification

High School Diploma/GED

Special Knowledge/Skills

- Passing scores on the district’s clerical test
- Excellent organization, communication, public relations, and interpersonal skills
- Knowledge of computers and software applications

Experience

Two (2) years related experience

Major Responsibilities and Duties

1. Assign or handle emergency work orders to maintenance personnel by dispatching maintenance crew to campus or district facilities.
2. Receive incoming emergency work order calls from district facilities and campuses.
3. Monitor building automated system to determine if HVAC issues are related to energy management controls or mechanical failure.
4. Exercise judgment based on knowledge and experience to plan details of work and prioritize tasks to accomplish work objectives.
5. Maintain responsibility for accuracy and completeness of daily work orders for the department.
6. Assist with the production of reports and documents, such as memos, spreadsheets, utility reports, and maintenance work orders.
7. Provide administrative and clerical assistance to assigned departments.
8. Assist department Foremen with status of work orders.
9. Answer telephone, direct calls, and take messages.
10. Input data on computer and run program reports as directed.
11. Work independently receiving a minimum of detailed supervision and guidance.
12. Perform other duties as assigned by supervisor.

Supervisory Responsibilities

None

Equipment Used

PC computers, printer, fax machine, copier, typewriter, adding machine, calculator, communications equipment, and multi-line telephone

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Work with frequent interruptions; Occasional prolonged and irregular hours; repetitive hand motions; prolonged use of computer

Terms of Employment

221 days; hourly rate to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

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El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, al 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas al oficial de 504 al, 230-2856.