

**Job Class Profile:            Equipment Dispatcher****Pay Level:                            CG-21                            Point Band:                            340-363**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	2	3	2	2	2	1	1	
Points	93	50	13	14	60	43	41	21	11	346

**JOB SUMMARY**

The Equipment Dispatcher is responsible for receiving road condition reports from staff and compiling information for posting on the internet. Work includes transmitting and receiving messages and conducting radio—telephone communications.

**Key and Periodic Activities:**

- Compiles highway condition reports relating to accurate up-to-the minute weather and hazardous road conditions, driving conditions, etc., from information received from staff and forwards to appropriate personnel for internet posting.
- Compiles information on runway condition of airstrips throughout area of responsibility and forwards information to Flight Services in Halifax.
- Answers enquiries from general public regarding road conditions.
- Prints a variety of reports and files daily.
- Prepares equipment report daily outlining equipment availability and whether or not any equipment is out of service, and forwards to appropriate individuals on a daily basis.
- Develops new forms and tables using various types of software.
- Prepares accident reports; road closure reports.
- Performs photocopying and faxing activities.

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of dispatching procedures.
- Knowledge of policies and regulations.

**Formal Education and/or Certification(s):**

- Minimum: Graduation from High School.

**Years of Experience:**

- Minimum: < 1 year

**Competencies:**

- Ability to follow basic instructions and work processes.

- Ability to apply established techniques to the completion of activities.
- Ability to develop solutions to deal with problems (dealing with irate individuals).
- Ability to use a variety of software.
- Ability to operate radio system used for communication.
- Written and verbal communication skills.

### Interpersonal Skills

- A range of interpersonal skills include listening, asking questions, providing routine information and dealing with upset or angry people on the phone. Communication is necessary to obtain information on weather conditions, road conditions and potential hazards.
- Communication occurs with supervisors, Airstrip Operators, employees within the department and other government departments, and the general public.
- Most significant contacts are: Maintenance Equipment Operations Supervisors (to obtain information for road reports); Airstrip Operators (to obtain information on condition of airstrips); and general public (reports are compiled for general public use and calls for updates are constantly received).

## EFFORT

### Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects are not a requirement of this class.
- The use of fine finger/precision work to use a computer for purposes of compiling reports occurs.
- Typically sits for extended periods of time.

### Concentration

- **Auditory** demands are experienced on a regular basis when communicating with other staff to obtain required information.
- Occasionally, activities such as report writing can be **repetitious and require alertness**.
- **Time pressures and deadlines** are experienced as a result of the type of information that must be obtained.
- Using a computer to prepare various reports and operating a radio communication system requires **eye/hand coordination**.
- **Exact results and precision** are required when compiling reports.

### Complexity

- Tasks and activities are similar/related in terms of the skills and knowledge used and typically well defined.
- Challenges/problems/issues tend to have obvious solutions where ideas can be provided in a team setting or through discussion with supervisor. Positions work within defined and standard work processes or pre-determined routines to address.
- Reference material available includes policies, procedures and work processes.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are highly monitored or controlled.
- Responsible for ensuring up-to-date information regarding highway, road and airstrip weather conditions are obtained and reported and can advise on the closure of a highway based on direction given by field staff.
- Notices and cancellations of NOTAMS (Notice to Airmen) resulting from information obtained from Airstrip Operators and other personnel must be approved by supervisor.
- Must exercise discretion and judgement when providing information to the general public regarding highway and road conditions.

### Impact

- Impacts are felt internally within the immediate work area and department as well as externally with the general public. Resource affected is mainly information.
- The consequences of a mistake or error can impact the general public as information used advises of highway and road conditions for various areas of the province. Corporate image can also be affected if information provided is inaccurate.
- Reports are reviewed by supervisor, therefore, mitigating the risk or consequences of an error.

### Development and Leadership of Others

- Class is non-supervisory. There is an expectation to provide occasional advice and/or guidance to new employees.

## WORKING CONDITIONS

### Environmental Working Conditions

- No safety equipment or special precautions are required. Typically no adverse environmental working conditions exist.