

ALLENTOWN PARKING AUTHORITY

PART-TIME DISPATCHER

\$20 HOUR

Dispatcher processes and receives phone calls and concerns from the public concerning various parking issues.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Under supervision during an assigned duty shift the radio dispatcher receives and relays radio messages to various enforcement officers and or appropriate personnel.
- Operates a radio at the control point of a radio communication system.
- Transmits and receives communications essential to official activities in accordance with and applicable Federal Communications Commission regulations and policies.
- Receives complaints and information from the public concerning parking issues.
- Maintains accurate records of ALL calls and dispositions of calls.
- Performs subsidiary clerical work including reviewing and checking work and reports for accurately and completeness.
- May be required to monitor security cameras or other related CCTV equipment.
- Requests police or ems response to areas where needed as requested by staff on duty.
- Maintains records of work and prepares reports as requested.
- Required to learn Parking Ordinances and how they are enforced. In addition, must learn how the ticket management system operates.

HOURS OF WORK: SATURDAY (8AM-6PM) / SUNDAY (8AM-4:30PM)
Shift times may be subject to change.

REQUIREMENTS:

- Knowledge of Federal Communication Commission rules, regulations and policies required to operate a short-wave radio system.
- Knowledge of the operation of radio and telephone equipment.
- Ability to carry out oral and written directions.
- Ability to recognize and report situations and conditions which are potentially dangerous.
- Ability to remain calm and decisive in emergency situations.
- Ability to perform repetitive operations including answering phone calls and radio transmissions from Officers on duty.
- Ability to organize assigned telephone and radio dispatching work and develop effective work methods.
- Ability to write accurate and comprehensive reports.
- Ability to work effectively with associates, superiors, and others.
- Ability to cooperate with supervisory staff to ensure that calls are managed accurately and promptly.
- Ability to maintain records and files.
- Ability to read, write and communicate in English.
- All other duties as assigned.

The Allentown Parking Authority is an affirmative action/equal opportunity employer and does not discriminate on the basis of age, color, disability, gender, gender identity, marital status, national or ethnic origin, race, religion, sexual orientation, or veteran status.