

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE:                   WASTEWATER OPERATIONS DISPATCHER**

**DEFINITION**

Under general supervision, to operate radio-telephone transmitting and receiving equipment; monitor Supervisory Control and Data Acquisition (SCADA) computer alarm system; dispatch operators and other City personnel as required during routine or emergency situations; notify regulatory agencies during emergency or spill events; provide central communication with 311 call activities for sewer and other departments within Public Works; and to do related work as required.

**REPORTS TO:**   Wastewater Plant Supervisor

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Wastewater Plant Supervisor.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Receive incoming telephone and voice radio calls.
- Monitor Supervisory Control and Data Acquisition (SCADA) computer alarm system.
- Dispatch operators and other City staff as required during routine or emergency situations.
- Notify regulatory agencies during emergencies or spill events.
- Maintain operations section safety documentation and manage operator log entries.
- Provide a variety of public information to public inquiries for assistance.
- Provide central communication with 311 call activities for Sewer Division and other divisions within the Public Works Department.
- Perform accounting duties including work orders and purchase requisitions for the Operations Division.
- Assist in the development and implementation of systems and procedures.
- Order necessary office supplies.

**QUALIFICATIONS**

**Knowledge of:**

- Accounting principles and practices.
- Modern office methods, equipment and procedures.
- Correct English usage, spelling, punctuation and grammar.

**Ability to:**

- Use standard broadcasting procedures and rules associated with the operation of an emergency services communication network.
- Operate desk radio for routine interpersonal communications with staff.
- React quickly, efficiently and calmly in an emergency situation and adopt an effective course of action.
- Operate computer terminals including use of the Supervisory Control and Data Acquisition (SCADA) computer alarm system.
- Learn and interpret Computer Automated Design, Mapping and Engineering (CADME).
- Perform a variety of clerical tasks such as filing, record keeping and typing.
- Exercise independent judgment and work with a minimum of supervision.
- Understand and carry out oral and written directions.
- Work rotating shifts, weekends and holidays as required.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Six months of experience in communication with the public through telephone and radio dispatching.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

Ability to obtain proof of completion of entry level (Volume 1), of Operation of Wastewater Treatment Plants Program course work from the California State University, Sacramento, within twelve months from date of appointment.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Wastewater Operations Dispatcher

**TO:**