



## **CITY OF MOULTRIE JOB ANNOUNCEMENT**

**Position: Utility Dispatcher/Office Clerk**  
**Department: Utilities**  
**Starting Salary: \$31,200**  
**Date: 06/30/2023**

### **SUPERVISORY DETAILS:**

Receives minimum supervision from the Director of Utilities.

### **ILLUSRATIVE DUTIES:**

Receives utility-related emergency and non-emergency calls for service and dispatches information in person, by telephone or fax, and by two-way radio.

Maintains communication with City utility crews, other internal departments, and outside agencies including MEAG, and MGAG.

Records and tracks work order and service requests.

Requests locates and may inquire about or update locate tickets utilizing GA811's response application.

Prepares daily and monthly activities reports and logs.

Monitors and operates the utility computer and monitoring equipment.

Regularly communicates with department supervisors about daily workload, coordinates and schedules meetings, and communicates with the public about in-field work.

Remains abreast of utility projects. Tracks status of projects, maintains project files, and invoices contractors/customers.

Manages and invoices utility-related contract accounts, to include hydrant rentals and wastewater hauling.

Maintains records of Utility facilities, equipment, and supplies.

Manages records retention.

Accesses customer meter and/or location data through various software.

Directs account status or outage-related information to field personnel and communicates field information to office staff, other departments, and customers.

Greets and directs walk-in customers. Assists customers with products and services offered by the Utilities Dept.

Responsible for distribution of some internal communications via email, flyers/posters, message boards, etc.

Performs other duties as assigned.

**POSITION REQUIREMENTS:**

Good working knowledge of the operation of a two-way radio.

Good working knowledge of personal computers.

Ability to work rapidly and accurately under pressure.

Ability to deal fairly and courteously with the public.

Must be a high school graduate or equivalent.

Proficient with several software programs.

Must possess a valid Driver's license.

**If you feel you qualify for the above position, you must report to the Human Resources Office to indicate your interest. Position will remain open until filled.**