

**APPLICATIONS MAY BE OBTAINED AT THE  
BOROUGH OF CHAMBERSBURG  
100 S. SECOND ST. CHAMBERSBURG, PA 17201**

**Deadline: Return to Borough Office no later than September 14, 2018, by 5:00 PM**

**BOROUGH OF CHAMBERSBURG  
POSITION OPENING**

**CLASSIFICATION:** Dispatcher C - Utilities                      **GRADE:** 11

**RATES OF PAY:**        \$18.65

**PLACE OF WORK:**     Utility Service Center  
                                 80 S. Franklin St., Chambersburg, PA 17201

**HOURS OF WORK:**    Swing Shift (HOURS SUBJECT TO CHANGE)  
                                 Saturday 8am – 4pm  
                                 Tuesday & Wednesday 12am – 8am  
                                 Thursday & Friday 4pm – 12am

**TYPE OF WORK:**

Perform duties at Service Center to receive calls and complaints and take appropriate action, dispatch personnel, maintain various records, prepare service orders, perform data entry/retrieval and related duties.

Utilize computer to find and provide information to callers regarding utility bill amounts, due dates, meter read dates, notice and termination dates, and payment options.

Utilize Borough website and e-mail to provide information to callers for all Borough Departments, such as garbage and recycling pickup dates and Recreation schedules. Receive calls regarding Borough-wide customer service issues. Provide updates to callers regarding power outages using information provided by Electric Department. Provide assistance to callers utilizing Borough website or other information provided by various Departments.

Receive calls and complaints from Borough residents regarding utilities, public works and other Borough operations, obtain and record complaints from utility users, obtain necessary information to determine urgency, dispatch proper personnel by phone or radio contact. If Borough personnel are not to respond, advise caller of methods or procedures to assist in handling the problem. If the request is outside of Borough relations or jurisdiction, refer them to proper assistance.

Prepare service orders and maintain records and file a variety of information as required, including but not limited to utility records, data input/retrieval and spreadsheet. Prepare bills, assist with end of month reports and inventory and generally assist other dispatchers as directed.

Use telephone (TDD), adding machine, copier, computer and other office equipment. Monitor security monitors and consult proper supervision in the event of any difficulties.

Provide friendly, courteous and professional customer service to all callers, walk-ins and Borough employees.

## **Position Opening\*** **Dispatcher C - Utilities**

Learn duties and responsibilities to facilitate advancement to Dispatcher B. Advancement is at discretion of management after minimum of one year experience.

Perform other related duties as assigned or directed.

**NOTE:** Due to state and federal laws governing utility operations and safety, those employees of the Customer Service Center shall be considered to be public safety employees and their attendance and scheduling essential to the operation of these departments. As such, Dispatchers may not call off for paid or unpaid leave without first attempting to fill their schedule with an alternate qualified employee. In an emergency, at the discretion of the Supervisor, failure to report to a scheduled shift may be allowed.

However, in all other cases, failure to find an alternate qualified employee to cover a shift necessitates that the employee shall work that shift.

This position is also subject to DOT / PHMSA required drug testing.

### **Minimum Requirements:**

1. Must not have any disciplinary action (written reprimand or suspension) in their file during the preceding two years;
2. Must have and maintain a valid Commonwealth of Pennsylvania motor vehicle operator's license, 3 years clean driving history, and be insurable in the independent opinion of the Borough's motor vehicle insurance underwriter, in order to be eligible for this position;
3. Must be capable of performing simple addition and subtraction.
4. Must be capable of recording data accurately.
5. Must be capable of learning data entry and retrieval.
6. Must have ability to communicate effectively with the public and Borough personnel in all situations.

### **METHOD OF SELECTION:**

1. Employees working for the Borough of Chambersburg will be considered first;
2. If a Borough employee does not fill the position, outside persons will be considered in accordance with the Borough's Equal Employment Opportunity Policy. Preference will be given for Borough residents and nonuser of tobacco products.
3. Must not have had any disciplinary action (written or suspension) in file during preceding two years.

***If interested, contact Personnel at ext. 3251 or 3272.***

**Deadline: September 14, 2018 at 5:00 PM**

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John Leary, Gas Superintendent