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Minimum Qualification Specifications
for the Classes:

CLERK-DISPATCHER I & II

Education Requirement

Graduation from high school, or equivalent.

Excess experience of the type and quality described below or work experience requiring the ability to read, comprehend and apply written directions or a high degree of verbal skill may be substituted for education on a year-for-year basis.

Experience Requirements

Applicants must have had progressively responsible experience of the type and quality described below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	General Experience (years)	Specialized Experience (years)	Total Experience (years)
Clerk-Dispatcher I	2	0	2
Clerk-Dispatcher II	2	1	3

General Experience: Progressively responsible general clerical work experience which involved performance of a variety of clerical tasks which demonstrated knowledge of English grammar, spelling, common office machines and equipment; and the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and write simply and directly.

Specialized Experience: Experience involving operating a radio-telephone communication system in receiving and transmitting messages; experience must have included answering emergency and trouble calls, determining the location and nature of the problem and dispatching personnel to handle emergency service and trouble calls.

Substitutions Allowed

1. Successful completion of a substantially full-time equivalent clerical, stenographic or secretarial curriculum leading to a degree or diploma at an accredited

community college; or at a business or technical school which included courses in basic English, arithmetic, general clerical procedures, and office machines may be substituted for a maximum of one (1) year of General Experience provided the duration of the training was for a year or more.

2. Successful completion of a substantially full-time equivalent clerical, stenographic or secretarial curriculum leading to a degree, diploma or a certificate of achievement at an accredited community college, business or technical school which was for a period of less than one (1) year may be substituted for General Experience on a month-for-month basis provided the training included courses in basic English, arithmetic, general clerical procedures and office machines.
3. Partial Completion of Clerical Training
 - a. Completion of half a school year of substantially full-time clerical, stenographic or secretarial curriculum at an accredited community college, business and/or technical school which included courses in basic English, arithmetic, general clerical procedures and office machines, may be substituted for six (6) months of General Experience.
 - b. Completion of one (1) school year (of a program of more than one year in length) of substantially full-time clerical, stenographic or secretarial curriculum at an accredited community college, business and/or technical school which included courses in basic English, arithmetic, general clerical procedures and office machines, may be substituted for one (1) year of General Experience.
4. Education in an accredited university in a baccalaureate program with courses in English composition and college mathematics may be substituted for experience on the basis of fifteen (15) semester hours for six (6) months of General Experience, up to a maximum of two (2) years.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specifications for the classes CLERK-DISPATCHER I & II, which were approved on March 13, 1990.

Date Approved: _____

1/22/15



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