

Jurisdictional Class: Competitive  
Adopted: November 15, 2004  
Revised: May 23, 2011

**STOREKEEPER/DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility and accountability for the operation of a central storeroom in one or more storage locations including ordering, receipt, storage, and distribution of an extensive and varied stock of supplies, equipment, and materials as well as receiving, transmitting, and logging detailed, accurate, and extensive radio and telephone messages, and dispatching personnel and vehicles by radio or telephone. The incumbent will be responsible for the security and issuance of all supplies, equipment, and materials, processing of proper forms, and performing general custodial duties in the maintenance of the supply facility(s). Work is performed under general supervision with considerable independence in determining methods and procedures; however, it may be reviewed for efficient storeroom operation through inspection and accounting controls. Incumbents are subject to call for access to stores outside of ordinary working hours in the event of emergencies. Supervision may be exercised over the work of helpers. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Receives, unloads, checks packing slips, inventories and store parts, equipment, supplies, and materials;  
Processes purchasing requests in buying of goods and materials, picks up materials and supplies, and adds to stock or distributes to appropriate units or field crews;  
Organizes and maintains parts and supplies inventory and control system, either manually or through a computerized system;  
Receives requisitions and issues material including supplies, parts, equipment, and special tools, etc;  
Conducts periodic physical inventories and recommends reordering and purchasing of goods, supplies, and equipment;  
Prepares details and coordinates purchase order and voucher preparation with clerical employees;  
Maintains records of past and current use and needs analyses and evaluates current and future inventory requirements;  
Recommends quantity, bulk, or combined purchasing and obtains competitive pricing or assists in preparation of bid information and specifications;  
Maintains vendor/supplier source of supply records, evaluates quality of materials, shipment times, costs, prices and services, contacts vendors and suppliers, meets with salesmen, and obtains and evaluates information and quotations, and makes recommendations for purchasing;  
Follows up on orders when shipment has been delayed or damaged goods have been received;  
Coordinates storekeeping activities with clerical employees and others relative to purchase requisitions and receipt of supplies and materials;  
Fills requisitions from stores as required;  
Stores supplies on shelves and/or floor of storeroom;  
Reports to management all intentional and unintentional inventory issues/discrepancies, inefficient ordering practices and inventory standards, and inventory/loss control issues;  
May be required to perform general custodial duties in maintaining the storeroom and supply facilities;  
Receives, transmits, and logs detailed, accurate, and extensive radio and telephone messages;  
Dispatches personnel and vehicles by radio or telephone and records the time, location, and type of action taken and personnel involved;  
Undertakes follow-up through own initiative or by direction for additional information as needed;

## Storekeeper/Dispatcher

Receives complaints, interviews callers concerning the details of the complaints and problems, and refers them to proper persons/authority;  
Completes maintenance records including combining information from varying primary sources;  
Establishes and maintains appropriate records, files, and log books pertaining to calls received, messages taken, and actions dispatched and completed;  
Maintains constant radio contact and transmits radio messages to staff pertaining to activities in the Maintenance Department;  
Maintains constant radio contact with personnel to keep track of their location and progress;  
Key punches/types information to create maintenance records, tracking and closeout information for work orders to include inventory usage, and logging staff time for maintenance records;  
Reviews and checks on the completion of dispatched message by radio or telephone;  
Performs a variety of routine clerical tasks related to the work;  
Uses various office machines related to the work

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of storeroom and office procedures, terminology, and equipment;  
Good knowledge of central maintenance operation and radio equipment;  
Good knowledge of inventory control methods;  
Good knowledge of methods and practices used in receiving, storing, and issuing mechanical supplies, tools, and equipment;  
Familiarity with dispatching terminology, procedures, and equipment;  
Ability to quickly learn the use for particular tools, parts, materials, and equipment commonly used in a specific department;  
Ability to remain calm in emergency and stressful situations;  
Ability to maintain records combining information from varying sources;  
Ability to maintain systematic stock records and work order records;  
Ability to understand and follow oral and written directions;  
Ability to prepare simple reports;  
Ability to move and lift heavy objects;  
Ability to operate a computer;  
Good hearing and clear diction;  
Clerical aptitude;  
Sound judgment.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in the handling of stores and supplies on a large scale and maintaining related records on a computer; or an equivalent combination of training and experience as defined above.

**SPECIAL REQUIREMENT:** Possession of an appropriate New York State driver's license at time of appointment.