



Code: 7102
Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Automotive Transportation

CLASS TITLE: DISPATCH CLERK

CHARACTERISTICS OF THE CLASS

Under supervision, operates radio, computer, and telephone equipment to coordinate personnel and equipment assignments throughout the city, and performs related duties as required

ESSENTIAL DUTIES

Department of Finance

- Operates telephone, two-way radio, and personal computer equipment to communicate with boot and tow field crews engaged in identifying vehicles on the city's scofflaw list
- Updates and maintains operation logs and daily activity records of vehicles booted, towed, and released
- Communicates with field crews to release booted vehicles after verification of paid towing fees
- Reviews daily printouts of vehicles that have been booted to identify those that are eligible for towing
- Monitors radio communication among field crews and payment center staff
- Receives and maintains records on the revenues collected at payment centers for booted vehicles
- Performs general clerical functions (e.g., maintaining files, preparing routine reports, ordering supplies)

Department of Animal Care and Control

- Receives requests for animal control services and animal bite emergencies via the telephone and radio and personal computer equipment
- Records and relays pertinent information so that services may be rendered in a timely fashion
- Prioritizes emergency requests and routes routine calls to appropriate staff for handling
- Verifies the nature of calls prior to dispatching to field staff
- Operates personal computer equipment to input and close out requests with disposition of rendered services
- Uses a computer tracking system to monitor the location of field units during their scheduled tour of duty
- Assists in preparing work schedules of field crews, as required
- Performs general clerical functions (e.g., maintaining files, preparing routine reports, ordering supplies)

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of work experience in relaying information using radio, computer or telephone equipment, an equivalent combination of education, training, or experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)
- Communication equipment (e.g., two-way radio, dispatch equipment, multi-channel system)

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Knowledge of:

- basic personal computer operations and applicable software
- radio communications equipment
- geographical locations within the City and location of applicable departmental facilities
- departmental work operations including type of equipment and work crews used in the field and emergency and incident protocols
- city's 311-CSR (customer service request) system

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking clearly and distinctly

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences

- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
October, 2012