



Code: 7127

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

CLASS TITLE: EQUIPMENT DISPATCHER IN/CHARGE (I/C)

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a first line supervisor, supervising Equipment Dispatchers engaged in receiving and transmitting radio and telephone communications, and dispatching appropriate equipment and personnel, and performs related duties as required

ESSENTIAL DUTIES

- Prepares work scheduled and makes daily work assignments, ensuring work shifts are adequately staffed; maintains time records for subordinate staff and approves time off
- Monitors work performance, responds to performance issues and initiates and enforces disciplinary actions as required
- Implements new and revised standard operating procedures and monitors work operations to efficiency of operations
- Provides staff training on operating procedures and use of computerized equipment, radios and other systems
- Assists Equipment Dispatchers in handling emergency situations and in the performance of assigned tasks as needed
- Positions in the Department of Fleet and Facility Management oversee Equipment Dispatchers on an assigned shift at the central Dispatch Center, receiving calls via telephone, providing city-wide vehicle repair and support services to Motor Truck Drivers and other vehicle and equipment drivers from all city departments including Police and Fire
- Positions in the Department of Streets and Sanitation's City Incidence Center(CIC) oversee Equipment Dispatchers engaged in monitoring, receiving and transmitting radio communications to facilitate the delivery of departmental services in support of city-wide operations, and to respond to extreme weather conditions and city-wide emergencies
- Alerts management of potential extreme weather conditions or emergencies
- Positions in the Department of Aviation's Dispatch Center at O'Hare or Midway International Airport oversee Equipment Dispatchers engaged in monitoring, receiving and transmitting radio communications to provide vehicle services to support the airport's operations
- Positions in the Department of Water Management oversees Equipment Dispatchers in the monitoring and transmitting of radio communications to ensure Motor Truck Drivers (MTDs) are assigned to various vehicles to support sewer and water operations

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

- Two years of work experience as an Equipment Dispatcher for the City of Chicago, OR four years of work experience in operating radio and communications equipment in a communications or dispatch work environment

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

Moderate 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

Some knowledge of:

- supervisory methods, practices and procedures

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
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- 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