



Code: 7101

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

CLASS TITLE: EMERGENCY CREW DISPATCHER

CHARACTERISTICS OF THE CLASS

Under general supervision, dispatches work crews to investigate and respond to service requests and complaints relating to broken or damaged water or sewer mains and related appurtenances, and performs related duties as required

Positions work assigned shifts at the Department of Water Management's central dispatch center

ESSENTIAL DUTIES

- Monitors service requests and complaints received through the city's 311-CSR system and received via radio, telephone or cellular communications
- Receives calls from the public, aldermanic offices and other city departments reporting water or sewer related problems and enters data into the 311-CSR system to create a service request
- Dispatches investigative work crews to field sites and receives calls from crews reporting findings including extent of damage to water or sewer mains and related parts, repair work needed and level of priority
- Closes out 311-CSR system work orders, entering response and findings of work crews dispatched to investigate
- Accesses department's computerized scheduling system to create and forward work orders to the districts in order to schedule and coordinate needed repairs to water distribution and sewer systems
- Contacts appropriate personnel and prepares requests to obtain permits required for work crews to dig in the public way
- Reviews computerized records and hard copies of atlas pages and service plats, and provides field crews with the location of water and sewer mains, buffalo boxes, valves and other equipment
- Makes emergency notifications to appropriate personnel based on established protocols
- Receives notifications from the field of all personal injury, vehicle accidents and utility hits and forwards to Safety Division
- Maintains contact with other city departments regarding operations impacting on water and sewer operations
- Provides information and updates to management personnel on the status of on-going emergency water and sewer repairs
- Prepares work activity reports

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

- Four (4) years of experience working in a field or office position involving municipal water distribution or sewer maintenance and repair operations

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
- geographical locations within the City and location of water mains and sewers
- departmental water and sewer work operations, types of materials and equipment used in repairs and water and sewer equipment terminology used in the field by work crews
- 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

CLASS TITLE: EMERGENCY CREW DISPATCHER

- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Supervising Booter - Parking class

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

January, 2012

Minimum Quals updated: June, 2021; August, 2021