



**Code: 8323**

Family: Construction, Maintenance, and Skilled Labor  
Service: Operation and Construction  
Group: Street, Water, Sewer and Disposal  
Series: Water and Sewer Maintenance and Construction

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## **CLASS TITLE: DISPATCHER - CONCRETE**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, works in the Department of Transportation, assigned to staff a concrete district office or the central office for concrete operations, performing a variety of dispatch/communications and administrative activities to support the work functions of concrete work crews in the field, and performs related duties as required

### **ESSENTIAL DUTIES**

- Receives calls from crews reporting sidewalk, curbs and vaults repaired and completed; accesses 311-CSR system to update records and close out service requests
- Enters data into the 311-CSR system to create service requests
- Maintains contact with crews in the field and relays information on work priorities or emergency requests for concrete repairs; receives and relays messages between field and central office
- Reviews for completeness and accuracy daily work sheets submitted by work crews detailing work completed, size of crew and hours worked, equipment used, and concrete materials expended during work shift
- Uses City software to maintain and update work records, track data and prepare productivity reports
- Schedules work crews and requests resources for on-going concrete programs including installation of ADA ramps, vaults, sidewalk or curb repairs
- Prepares work schedules and generates work sheets with the location and routing of jobs to be completed by specialized work crews
- Answers phone and responds to inquiries, complaints and emergency requests for services from aldermanic offices, public officials, the public, department personnel and other City departments
- Reviews aldermanic menu of requests for concrete work to plan, prioritize and schedule work projects as directed by management
- Monitors and tracks the daily amount of concrete delivered and used in the field and prepares related reports
- Requests and obtains required construction permit for concrete projects
- Maintains contact with foreman of work crews to ensure work is progressing and arrange for additional resources as needed, and relays directives between central office and field
- Accesses records on various systems (e.g., CCM, 311-CSR) to maintain project records, updates projects, work schedules, and closes out completed projects
- Maintains and tracks data of section's work accomplishments (e.g., ramps completed, block of sidewalk) and prepares productivity 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

- Two years of experience working in a field or office position involving sidewalk, curb and gutter, ADA ramps, construction repairs using concrete materials and/or related equipment

### 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, Nextel phones)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Knowledge of:

- \*basic personal computer operations and applicable software
- geographical locations within the City
- departmental concrete work operations, types of materials and equipment used in concrete programs such as installation of ADA ramps, vaults, sidewalk or curb repairs
- 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
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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.

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City of Chicago  
Department of Human Resources  
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