CLASS TITLE: DISPATCHER - CONCRETE

CHARACTERISTICS OF THE CLASS

Under general supervision, work 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

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.