CLASS TITLE: DISPATCHER – ASPHALT

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

ESSENTIAL DUTIES

Asphalt District Office
- Prepares daily route sheets, rotating crews through wards in district based on review of daily reports from central office
- Accesses 311-CSR system to generate daily worksheets for crews with assignment and location of potholes to be filled/repairs
- Receives deliveries of cold patch asphalt at district office yard and prepares and completes load tickets to track the usage of asphalt materials
- Takes calls from department personnel, aldermanic offices and other city departments reporting potholes in the district; enters data into the 311-CSR system to create service requests
- Receives calls from crews reporting potholes repaired and jobs completed; accesses 311-CSR system to update records and close out service requests
- Maintains contact with crews in the field and relays information on work priorities or emergency requests for pothole repairs; receives and relays messages between field and central office
- Reviews for completeness and accuracy daily worksheets submitted by work crews detailing work completed, size of crew and hours worked, equipment used, and asphalt materials expended during work shift
- Uses Excel to maintain and update work records, track data and prepare productivity reports
- Maintains the security of district office, ensuring office and yard area are locked and secured

Central Office
- Schedules work crews and requests resources for on-going asphalt programs including installation of alley and street speed humps, safety ramps, alley grading, and alley key cuts, and street and alley resurfacing projects
- Prepares work schedules and generates work sheets with the location and routing of jobs to be completed by specialized work crews (e.g. paver or grinder crews)
- Answers phones and responds to inquiries, complaints and emergency requests for services from alderman, public officials and the public
- Performs field survey and checks work completed to assess complaints from the public relating to damage to property or poor quality of work
- Reviews aldermanic menu of requests for asphalt work to plan, prioritize and schedule work projects as directed by management
- Monitors and tracks the daily amount/tonnage of asphalt (e.g. hot mix) picked up by city trucks at plants and used in the field and prepares related reports
• Requests and obtains required construction permit for asphalt projects
• Maintain contact with foremen of work crews to ensure work is progressing and arrange for additional resources as needed, and relay directives between central office and the field
• Access records on various systems (e.g. Projects system, 311-CSR) to maintain project records, update project and work schedules and close out completed projects
• Maintains and tracks data of section’s work accomplishments (e.g. potholes filled/repaired, street paved/resurfaced) 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 paving and repair of street surfaces using asphalt 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**

• 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
• departmental asphalt work operations, types of materials and equipment used in the filling of potholes and the paving and re-surfacing of streets and alleys
• 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

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
April, 2012