



Code: 7120

Family: Construction, Maintenance, and Skilled Labor

Service: Operation and Construction

Group: River, Harbor and Transportation Group

Series: Automotive Transportation

CLASS TITLE: LOAD DISPATCHER

CHARACTERISTICS OF THE CLASS

Under general supervision, performs dispatch/communications activities to support the work functions of electrical work crews including linemen, traffic signal repairmen, street light repairmen performing aerial and underground electrical repairs for street lighting and traffic control circuits, and performs related duties as required

Positions work assigned shifts with rotating days off to cover 24/7 work operations

ESSENTIAL DUTIES

- Receives service requests regarding faulty traffic signal equipment, street light outages, downed traffic or street light poles and wires, and related problems via 311-CSR system, calls from 911 emergency system or radio or phone communication from the field
- Dispatches work crews in response to emergency service requests using a GPS system and related software to locate crews in the district in a timely manner; maintains communications with field crews via two radios or cellular phones
- Creates job orders for additional repairs for traffic signals or street lights, receiving information from field crews and entering into the Load Database to create repair tickets for the scheduling of additional work
- Provides daily route sheets of assignments for work crews, accessing 311 CSR system to review the type and location of service request and create an efficient route for each district
- Retrieves electronic files and reads blue prints and schematic drawings of street light circuits or traffic signal circuits to provide requested information requested by work crews in the field
- Maintains radio communications with field personnel to assist in locating underground circuits or cables, or determining correct timing of street lights and traffic signals based on review of blue prints and schematics
- Prepares and enters into the 311 CSR system service requests for other city departments (e.g. downed tree, water/sewer lines broke) based on information relayed from the field by crews
- Closes out 311 CSR service requests by entering disposition once repair work is completed
- 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

- Successful completion of a US department of Labor registered lineman apprenticeship training program and journeyman status, PLUS two years of work experience as a Lineman, Traffic Signal Repairman or Street Light Repairman with the City of Chicago; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g. telephone, photocopier, fax machine)
- Computers and peripheral equipment (e.g. personal computer, computer terminals)
- Communication equipment (e.g., two-way radio, dispatch equipment, cell phones)

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment
- Ability to work an assigned shift with rotating days off as assigned

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *basic personal computer operations and applicable software
- *departmental work practices and procedures applicable to lineman, traffic signal and street light operations
- *fundamental principles of electricity
- *use of safety equipment and protective gear
- *applicable safety and code standards specific to the lineman trade

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, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- 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
 - STAMINA - Demonstrate energy and stamina to accomplish work tasks
 - 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
September, 2012