



Code: 7928

Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: Forestry and Parkways
Series: Landscape Maintenance

CLASS TITLE: DISPATCHER – ARBORIST

CHARACTERISTICS OF THE CLASS

Under general supervision, works in the Department of Streets and Sanitation's Bureau of Forestry, assigning staff, performing a variety of dispatch/communications and administrative activities to support the work functions of Forestry work crews in the field, and performs related duties as required

ESSENTIAL DUTIES

- Relays information to staff in the field and to callers on the cultivation, management, health and safety of a wide variety of tree species.
- Interacts with work crews on methods to be used in the care and maintenance for various types of tree species
- 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 trees to be trimmed/removed
- Accesses 311-CSR system to create service requests, update records, and close-out service requests
- Receives calls from department personnel, aldermanic offices and other city departments reporting problems with trees in the district
- Receives calls and advises crews reporting issues related to trees or equipment and jobs completed
- Maintains contact with crews in the field and relays information on work priorities or emergency requests for tree planting or trimming/removals; receives and relays messages between field and central office
- Reviews daily worksheets for completeness and accuracy submitted by work crews detailing work completed, size of crew and hours worked, and equipment used during work shifts
- Uses Excel to maintain and update work records, track data and prepare productivity reports
- Maintains 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
- Accesses records on various systems (e.g., in-house 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., trees planted/trimmed/removed, tree stumps removed) 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

- One year of experience working in a field or office position as a certified Arborist

Licensure, Certification, or Other Qualifications

- Must be certified as an Arborist by the International Society of Arboriculture (ISA)

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

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Knowledge of:

- cultivation, management, health and safety of a wide variety of tree species
- basic personal computer operations and applicable software
- geographical locations within the City
- departmental forestry work operations, types of materials and equipment used in the removal of trees and tree trimming and disposal of tree debris
- 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.

City of Chicago
Department of Human Resources
February, 2016