



Code: 7124

Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Automotive Transportation

CLASS TITLE: EQUIPMENT DISPATCHER

CHARACTERISTICS OF THE CLASS

Under general supervision, receives and transmits radio and telephone communications and dispatches appropriate equipment and personnel in response to vehicle and equipment breakdowns, service requests and emergency situations, and performs related duties as required

ESSENTIAL DUTIES

Department of Fleet and Facility Management

- Positions work assigned shift at the central Dispatch Center, receiving calls via telephone, providing city-wide vehicle repair and support services to Motor Truck Drivers and other vehicle and equipment drivers from all city departments including Police and Fire
- Receive calls via telephone or two-way radios from drivers reporting downed vehicles in the street or in the yards, accidents or other incidents impacting on a vehicles operability
- Obtains information regarding situation including nature of breakdown and location and enters information into the department's dispatcher tracking system (E-Trakker) to track and monitor location and status of downed/inactive vehicles
- Dispatches service trucks, tire repair trucks, or tow trucks in response to calls from the field or requests that downed vehicles be driven to specific service garages for repairs
- Receives calls and communications from vendor repair shops and department service garages regarding downed and repaired vehicles and enters data into E-Trakker to effectively track the movement of vehicles from inactive to active status
- Maintains communications with and monitors the location of service trucks in the filed via city's GPS system/ CMAT
- Follows established protocols and notifies appropriate personnel and managers of vehicle accidents, escalated fire alarms, activated snow program and other incidents or emergencies
- Accesses information on E-Trakker to provide reports on active and spare vehicles available for various operations including snow, refuse collection, and other departmental operations
- Maintains manual logs, completes forms and prepares reports

Department of Streets and Sanitation

- Positions are assigned to the City Incidence Center(CIC) to monitor, receive and transmit radio communications to facilitate the delivery of departmental services in support of city-wide operations, and to respond to extreme weather conditions and city-wide emergencies
- Updates computerized Incident Board and Log to track departmental equipment and personnel response to reported incidents and emergencies, and document services provided
- Receives tow requests and dispatches tow truck drivers to locations; maintains radio contact with drivers to verify paperwork and vehicle to be towed to auto pound or relocated
- Monitors and maintains radio communications with refuse truck drivers, responding to calls reporting conditions in the field, breakdown of vehicles, and or vehicle incidents/accidents; notifies supervisors following established procedures

- Activates automated call out notification ad directed, using computerized system (i.e. Stream Paging) to initiate phone report to work notification to appropriate personnel group
- Monitors weather conditions via Doppler Radar system, reviews incoming National Weather Service reports and reviews reading on weather sensors to alert management of potential extreme weather conditions or emergencies

Chicago Department of Aviation

- Positions work assigned shift at a Dispatch Center at O'Hare or Midway International Airport, monitoring, receiving and transmitting radio communications to provide vehicle services to support the airport's operations
- Maintains records and monitors the location of Motor Truck Drivers and their assigned city vehicles, tracking their airside or landside location in the airport through radio communications
- Receives calls from Airport Operations staff requesting vehicle services and dispatches vehicles including vehicles to escort/transport contractors to airside locations, sweepers, tow trucks, snow removal or salt spreading equipment
- Relays instructions and assignments to Motor Truck Drivers throughout the airport via two-way radios and pagers; maintains communications during emergency or stand-by alert incidents
- Calls out and notifies Motor Truck Drivers for emergency or snow operations; prepares manual and computerized manpower reports

Department of Water Management

- Positions monitor and transmit radio communications to ensure Motor Truck Drivers (MTDs) are assigned to various vehicles to support sewer and water operations
- Maintains manual and electronic records to track assignment and location of MTDs
- Uses GPS system to monitor the location of all departmental vehicles in the field

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 work experience in operating automotive equipment as a Motor Truck Driver OR two years of work experience in operating radio and communications equipment in a communications or dispatch work environment

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, dispatch equipment, multi-channel system)

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
- radio communications equipment
- geographical locations within the City and location of applicable departmental facilities
- departmental work operations including type of equipment and work crews used in the field and emergency and incident protocols
- 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.

City of Chicago
Department of Human Resources

October, 2012