



**Code: 7118**  
Family: Construction, Maintenance, and Skilled Labor  
Service:  
Group: Statistical, Technical And Analytical  
Series: Urban Development

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## **CLASS TITLE: DISPATCH CLERK I/C**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, the class functions as a lead worker, assisting in monitoring the work of Dispatch Clerks engaged in receiving and relaying information to field personnel, and performs related duties as required

### **ESSENTIAL DUTIES**

- Prepares work schedules and makes staff assignments, subject to supervisory approval
- Operates telephone, two-way radio and personal computer equipment to dispatch field personnel and relay information regarding work assignments
- Monitors radio and telephone communications equipment and responds to requests for information between the central office, supervisors and field crews
- Accesses computerized records to obtain information requested by field staff
- Enters data reported from the field into computerized data bases in order to update records
- Monitors and tracks work location and availability of field personnel and makes reassignments, as required
- Updates and maintains a daily log of dispatched work assignments and communications with field personnel
- Trains staff on operating procedures and the use of dispatching equipment
- Compiles and prepares work activity reports
- Performs general clerical functions (e.g., maintaining files, preparing routine reports, ordering supplies)
- Represents the supervisor at departmental staff meetings, as required

**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 relaying information using radio, computer or telephone equipment, or an equivalent combination of education, training or experience.

#### **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**

Moderate knowledge of:

- \*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

Other knowledge as required for successful performance in the Dispatch Clerk class

#### **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

Other skills as required for successful performance in the Dispatch Clerk class

#### **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 abilities as required for successful performance in the Dispatch Clerk class

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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

April, 2015