



**Code: 7125**

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

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## **CLASS TITLE: ASSISTANT CHIEF DISPATCHER**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, assists the Chief Dispatcher in managing dispatch operations for a City department by directing staff engaged in monitoring communications and dispatching resources and personnel to support departmental operations, and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises Emergency Crew Dispatchers engaged in receiving service requests and complaints relating to broken or damaged water or sewer mains, dispatching work crews to investigate and assess extent of damage, repair work needed and level of priority, creating work orders using a computerized scheduling system and making emergency notifications to appropriate personnel
- Assists in the preparation of work schedules and approves changes in work schedules and reallocation of staff, ensuring work shifts are adequately staffed to meet operational needs of the department
- Assists in monitoring the availability of resources (e.g., vehicles, equipment) and reallocates resources as needed in response to operational needs, emergencies and work priorities
- Assists in the creation of work orders using a computerized scheduling system and makes emergency notifications to appropriate personnel
- Assists in the development and implementation of protocols and standard operating procedures for dispatching operations and monitors work operations to ensure efficient use of resources
- Assists in establishing performance measures, productivity and quality work standards
- Monitors and evaluates work performance of subordinate staff and prepares performance appraisals/evaluations
- Attends disciplinary hearings for staff; initiates and enforces disciplinary actions as required; responds to and resolves work related conflicts or problems with staff; enforces personnel rules
- Participates in training staff on operating work procedures and the use of communications and dispatch systems, radios and other computerized equipment
- Prepares productivity and operational reports for use by management

**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**

- Three years of work experience in a communications or dispatch operations environment OR three years of work experience supervising a large scale customer service center

#### **Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment
- Communications/Dispatch center

**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 dispatch equipment

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- radio and dispatch communications equipment
- geographical locations within the City and location of applicable departmental facilities
- departmental work operations (e.g., type of equipment and work crews used in the field and emergency and incident protocols)

Some knowledge of:

- supervisory methods, practices and procedures
- 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
- MONITORING- Monitor and assess performance of one's self, other individuals, or organizations
- COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- 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

- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
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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.

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City of Chicago  
Department of Human Resources

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