



Code: 7126

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

CLASS TITLE: CHIEF DISPATCHER

CHARACTERISTICS OF THE CLASS

Under general supervision, manages dispatching operations for a city department (Streets and Sanitation, Fleet and Facility Management), directing staff engaged in monitoring communications, and dispatching vehicles, road service repair, equipment and personnel to support departmental operations; **OR** manages the Department of Water Management's emergency crew dispatch operations, overseeing the dispatching of work crews to investigate and respond to water and sewer service requests and complaints, and performs related duties as required

ESSENTIAL DUTIES

- Directs the preparation of work scheduled and approves changes in work schedules and reallocation of staff, ensuring work shifts are adequately staffed to meet operational needs of the department
- Monitors the availability of resources (e.g. vehicles, equipment) and reallocates resources as needed in response to operational needs, emergencies and work priorities
- Develops and implements protocols and standard operating procedures for dispatching operations and monitors work operations to ensure efficient use of resources
- Works with management in developing and 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
- Plans for the training of 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

Fleet and Facility Management

- Position manages Fleet Service Center's dispatch, towing and road service repair operations; directs first line supervisors overseeing Equipment Dispatchers engaged in dispatching road service personnel and trucks in response to city-wide calls from the field; coordinating the towing of downed vehicles and the replacement of vehicles in the field; and scheduling preventive maintenance of fleet. Works with management team in coordinating and directing city-wide snow removal operations

Streets and Sanitation

- Position manages departmental dispatch operations at the City Incidence Center(CIC), overseeing Equipment Dispatchers engaged in monitoring, receiving and transmitting 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

Water Management

- Position manages and directs dispatch operations in the Central Dispatch Office, supervising 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

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

- Four years of supervisory work experience relating to the responsibilities of the position, such as dispatching operations for work crews, large vehicle fleets, and equipment, **OR** the supervision of a vehicle maintenance program, **OR** the supervision of road service repair and towing operations, **OR** the supervision of work operations relating to the dispatch of work crews or the inspection and repair of water and sewer lines, **OR** the supervision of 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 related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- radio and dispatch 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
- supervisory methods, practices and procedures

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
- MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop and direct people as they work and identify the best people for the job
- 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

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING- Analyze information and use logic to address work or job issues and problems

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
January, 2013