



Code: 8322
Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: Street, Water, Sewer and Disposal
Series: Water and Sewer Maintenance and Construction

CLASS TITLE: DISPATCHER – ASPHALT

CHARACTERISTICS OF THE CLASS

Under general supervision, work in the Department of Transportation, assigned to staff an asphalt district office or the central office for asphalt operations, performing a variety of dispatch / communications and administrative activities to support the work functions of asphalt work crews in the field, and performs related duties as required

ESSENTIAL DUTIES

Asphalt District Office

- 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 potholes to be filled/repaired
- Receives deliveries of cold patch asphalt at district office yard and prepares and completes load tickets to track the usage of asphalt materials
- Takes calls from department personnel, aldermanic offices and other city departments reporting potholes in the district; enters data into the 311-CSR system to create service requests
- Receives calls from crews reporting potholes repaired and jobs completed; accesses 311-CSR system to update records and close out service requests
- Maintains contact with crews in the field and relays information on work priorities or emergency requests for pothole repairs; receives and relays messages between field and central office
- Reviews for completeness and accuracy daily worksheets submitted by work crews detailing work completed, size of crew and hours worked, equipment used, and asphalt materials expended during work shift
- Uses Excel to maintain and update work records, track data and prepare productivity reports
- Maintains the security of district office, ensuring office and yard area are locked and secured

Central Office

- Schedules work crews and requests resources for on-going asphalt programs including installation of alley and street speed humps, safety ramps, alley grading, and alley key cuts, and street and alley resurfacing projects
- Prepares work schedules and generates work sheets with the location and routing of jobs to be completed by specialized work crews (e.g. paver or grinder crews)
- Answers phones and responds to inquiries, complaints and emergency requests for services from alderman, public officials and the public
- Performs field survey and checks work completed to assess complaints from the public relating to damage to property or poor quality of work
- Reviews aldermanic menu of requests for asphalt work to plan, prioritize and schedule work projects as directed by management
- Monitors and tracks the daily amount/tonnage of asphalt (e.g. hot mix) picked up by city trucks at plants and used in the field and prepares related reports

- Requests and obtains required construction permit for asphalt projects
- Maintain 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
- Access records on various systems (e.g. 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. potholes filled/repared, street paved/resurfaced) 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

- Two years of experience working in a field or office position involving paving and repair of street surfaces using asphalt materials and /or related equipment

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, Nextel phones)

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
- geographical locations within the City
- departmental asphalt work operations, types of materials and equipment used in the filling of potholes and the paving and re-surfacing of streets and alleys
- 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

Other characteristics as required for successful performance in the Supervising Booter - Parking class

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, 2012