

PERSONNEL COMMITTEE

13-0030R

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF UTILITY RADIO DISPATCHER INCLUDING A TITLE CHANGE TO UTILITY SERVICES DISPATCHER, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

RESOLVED, that the proposed amendments to the specifications for the civil service classification of utility radio dispatcher, including a title change to utility services dispatcher, which were approved by the civil service board on January 16, 2013, and which are filed with the city clerk as Public Document No. _____, are approved. This classification shall be subject to the city's collective bargaining agreement with its basic unit employees; and that pay range for said classification shall be Range 26. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

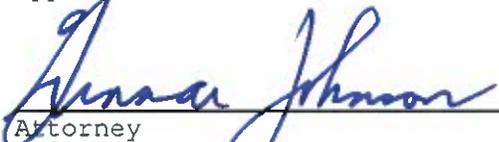
Approved:


Department Director

Approved for presentation to council:


Chief Administrative Officer

Approved as to form:


Attorney

Approved:


Auditor

HR TS:ao 1/17/2013

STATEMENT OF PURPOSE: During a pre-test audit of this classification, it was determined that changes were necessary to update the language and document formatting, and add minimum qualifications to the job description. This includes a title change to utility services dispatcher. Minimum qualifications were added to allow for better qualified applicants. There is no change in the rate of pay, which is Range 26, \$3,166 to \$3,718 per month.

UTILITY SERVICES DISPATCHER

SUMMARY/PURPOSE:

To perform technical and clerical duties in the receiving of public complaints and the dispatching of City of Duluth utility crews, personnel and other applicable agencies of emergency and non-emergency maintenance and service needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

1. Assess, prioritize and process information pertaining to emergency and non-emergency maintenance needs requiring the dispatch of personnel and equipment to work site locations and provide information to citizens and agencies.
2. Using two-way radio and telephone equipment, dispatch appropriate personnel and equipment to work sites as necessary or as directed, based on factors of safety, urgency, work schedules, and proximity of available crew to site locations.
3. Monitor and log all communications, arrival and departure times of all vehicles, equipment, and personnel.
4. Serve as liaison to receive and relay information radio transmissions from field personnel to appropriate staff or other agencies.
5. Interpret city maps for the purpose of guiding and assisting maintenance personnel in locating a work site or location of water and gas mains and sewer lines
6. Monitor computer telemetry systems, security systems, weather service reports regarding anticipated snowfall or other severe weather conditions; and alert City of Duluth personnel as necessary.
7. Provide basic Public Works & Utility information to individuals, companies, agencies, and other city departments; respond to after-hours customer service inquires and coordinate service response with appropriate division.
8. Attends job related training courses to improve and/or enhance job performance, including training to effectively handle after-hours customer service functions.
9. Observe standard operating procedures and safety practices.
10. Perform related duties as assigned.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Education and Experience requirements:
 - A. Two years of verifiable experience in a relevant dispatching, call center or customer service oriented field.
 - B. Utility experience preferred.
2. Knowledge Requirements:

- A. Knowledge of utilities operations and computer capability.
- B. Knowledge of City boundaries and street locations.
- C. Knowledge of two way radio operations, radio ten signals and various.
- D. Knowledge of the basic capabilities and functions of word processing application software.
- E. Ability to communicate effectively orally and in writing.
- F. Ability to establish and maintain effective working relationships with supervisors, peers, employees, and members of the general public.

3. Skill Requirements:

- A. Skills in record keeping.
- B. Skill in communicating logically and accurately in oral and written form.
- C. Skill in monitoring communications, telemetry and weather equipment.
- D. Skill in working effectively under stressful situations.
- E. Skill in recording information accurately.
- F. Skill in using general office equipment such as telephone, fax, copiers and computers.
- G. Skill in working independently or in a team atmosphere.
- H. Skill in customer relations.

4. Abilities Requirements:

- A. Ability to learn to operate two-way radio.
- B. Ability to effectively prioritize and execute tasks in a high-pressure environment.
- C. Ability to assess and prioritize Public Works & Utility service needs.
- D. Ability to efficiently coordinate work assignments according to the locations and schedules of the service crews, and the urgency of the request.
- E. Ability to use and follow the Emergency Plan found in the Gas Operations & Maintenance Manual.
- F. Ability to accurately maintain detailed records.
- G. Ability to type, file and learn to use necessary office machines and computers.
- H. Ability to make quick decisions, using good judgment.
- I. Ability to be courteous and helpful to the public.
- J. Ability to establish and maintain effective working relationships with all levels of City staff, outside agencies and the general public.
- K. Ability to communicate clearly and concisely, both orally and in writing.

5. Physical Abilities Requirements:

- A. Ability to hear and speak sufficiently to exchange information in person and by telephone.
- B. Ability to sit for extended periods.
- C. Ability to work shifts and weekends.
- D. Ability to read and interpret maps.
- E. Ability to work independently with minimal direct supervision.
- F. Ability to accurately read and enter numerical figures.
- G. Ability to lift and carry office equipment and printed materials weighing up to 15 pounds.
- H. Dexterity of hands and fingers to operate a computer keyboard and radio equipment.
- I. Ability to attend work on a regular basis.

Anlst: TS	Class:	Union: Basic	Pay:	CSB:
CC:	Res:	EEOC:	EEOF:	WC: