



City of Irving Job Description

Utility Dispatcher

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	36852	Reports To (Job Title):	Business Manager

PURPOSE

To prioritize calls and dispatch utility workers to install, service, and repair water utilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Determine and schedule orders according to urgency.
- Track and monitor department crews by radio, telephone, in person, or utilizing Network Fleet.
- Inform workers of type and location of work to be performed at each job.
- Keep a record of repairs, installations, removal of equipment or appliances, and hours required on each job.
- Respond to calls from the general public regarding water and sewer service in emergency and non-emergency situations
- Create work orders to schedule repairs.
- Coordinate the meetings between general contractors and City personnel to determine locations of water and sewer lines.
- Schedule and monitor franchise utility activities through DIGTESS.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Review work orders from departments or complaints from customers and record type and scope of service to be performed.
- Notify Police and Fire Departments of road closures due to construction activity.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade.

EXPERIENCE

- One (1) year of experience as a dispatcher.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license may be required.

KNOWLEDGE OF

- Franchise Utilities: Practices and terminology of working with other franchise utilities.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative / clerical procedures and systems such as word-processing, filing and records management systems, form design principles, and other office procedures.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Banner, Citrix, Network Fleet, and CityWorks.

SKILLS AND ABILITIES IN

- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Rapid Typing: Accurately entering information using computer keyboard at a rate averaging 60 words per minute.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Expression under Duress: Communicating information and ideas through speech so others will understand in stressful situations.

- Written Expression: Communicating information and ideas in writing so others will understand.
- Reading Comprehension: Reading and interpreting documents.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

Frequent contact with the public or other organizations; interactions may require obtaining cooperation of people; courtesy and tact are required when dealing with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

This position utilizes a Xerox multi-function copier/scanner, desktop computer, printers, and telephones.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, and/or talk. Occasionally, s/he must pull, push, stand, stoop, and/or walk.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.