

City of Fort Worth, Texas Job Description

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| Classification Title | Senior Water Dispatch Representative | | |
| Job Code: | CL5270 | Job Family: | Clerical |
| Pay Grade | 507 | Date Reviewed: | 06/16/15 |
| FLSA Status | Nonexempt | Date Revised: | 11/07/24 |

GENERAL SUMMARY

Leads, plans and performs work order dispatch duties for the City Water Department using multiple software programs. Compiles, records and updates service orders; verifies customer accounts and active services using various databases and software applications; and works with other departments to ensure that after hours customer situations are resolved.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Leads, plans, trains, reviews and participates in the work of employees responsible for providing a wide variety of customer services in support of assigned department.
2. Checks emergency queue for calls sent from customer service, validates service location addresses via MRC and Mapsco, and uses a two-way radio to dispatch crews in a timely manner.
3. Creates work orders for crews, supervisors, and other departments, as needed, using MAXIMO work management system. Enters information from work order into Excel spreadsheet; retrieves and enters information from.
4. Takes calls for and from other departments and makes necessary contact with appropriate on-call supervision. Maintains daily log of calls taken.
5. Provides emergency dispatch for internal and external departments after hours.
6. Maintains logs of keys checked in and out by crews and supervisors.
7. Requests utility locates to ensure crew and customer safety.
8. Performs a variety of general clerical functions, maintains and updates complex filing systems, and processes forms and reports.
9. Assists Risk Management and other City departments in researching claims. Provides accurate information to assist in the resolution of issues or concerns.
10. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned customer service programs, service delivery methods and procedures.
11. Ensures that all utility locate information is accurately documented and maintained for monthly reporting statistics.

12. Notifies the Fire Department, Police Department, Railroad Company and the "T" when repair crews are working in locations that will affect their operations.
13. Notifies Water Garage of vehicles/equipment that have flat tires or are in need of repair. Provides follow up when work is completed.
14. Performs other duties as requested.
15. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Google search and Mapsco.
- Utility locate operations. (Texas811, LoneStar811, Korweb).
- Dispatch policies and procedures.
- Two-way radio operation.
- MAXIMO work management system.
- Texas Administrative Codes and Chapter 251 (Utilities Code).
- Microsoft Excel, Word, and Outlook.
- City of Fort Worth Policy and Procedures.

- **Skill in:**

- Data entry.
- Clerical skills.
- Computer proficiency.
- Multi-tasking.
- Time management.
- Customer Service.
- Decision Making
- Organizational.
- Supervisory.
- Dispatch.
- Problem solving.
- Team building.

- **Ability to:**

- Respond to emergency and non-emergency situations from the general public.
- Process information and make sound decisions in emergency situations.
- Interpret City maps and geographical locations.
- Dispatch utility staff to work sites as appropriate.
- Operate two-way radio.
- Provide training and technical guidance to new personnel.
- Maintain and update a variety of detailed records and reports.
- Operate multi-line telephone.
- Communicate clearly and effectively, both orally and in writing.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and three years of directly related customer service and dispatch experience.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

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

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.