

City of Fort Worth, Texas Job Description

Classification Title	Water Dispatch Representative		
Job Code:	CL5300	Job Family:	Clerical
Pay Grade	504	Date Reviewed:	07/07/2015
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

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. 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.
2. Creates work orders for crews, supervisors, and other departments, as needed, using MAXIMO work management system. Enters information from work orders into Excel spreadsheet; retrieves and enters information from crews.
3. Takes calls for and from other departments and makes necessary contact with appropriate on-call supervision. Maintains daily log of calls taken.
4. Provides emergency dispatch for internal and external departments after hours.
5. Maintains logs of keys checked in and out by crews and supervisors.
6. Requests utility locates to ensure crew and customer safety.
7. Performs a variety of general clerical duties, including records input and general correspondence, filing, and performing word processing functions.
8. May train new employees for all positions.
9. Performs other related duties as required.
10. 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.
 - Dispatch policies and procedures.
 - Utility locate operations. (Texas811, LoneStar811, Korea).
 - Two-way radio operation.
 - Texas Administrative Codes and Chapter 251 (Utilities Code).
 - MAXIMO work management system.
 - Copier, FAX and Internet.
 - 911 Emergency protocols.
 - Lonestar 811.
 - Microsoft Excel and Word.
 - Korweb website.
 - Digtess Utility Locating System.
 - City of Fort Worth Policy and Procedures.
- **Skill in:**
 - Data entry.
 - Organization and prioritization.
 - Computer proficiency.
 - Problem solving.
 - Time management.
 - Decision-making.
 - Multi-tasking.
 - Customer Service.
- **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 multi-line telephone.
 - Maintain and update a variety of detailed records and reports.
 - Type at a speed necessary for successful job performance.
 - Communicate clearly and concisely, both orally and in writing.
 - Establish and maintain effective working relationships.
 - Facilitate workflow.
 - Answer multi-line phones and respond to e-mails.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and one year of directly related customer service or 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, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing and balancing.

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.