

## **CLASS TITLE: WATER/WASTEWATER DISPATCHER I**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision performs dispatch, emergency response, and alarm monitoring requiring advanced technical knowledge and administrative skills, requiring frequent decision-making and providing around-the-clock support for utilities field operations and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Performs emergency response for internal and external customers regarding City sewer, water, storm, and waste disposal services
- Calls in emergency response personnel in response to alarms, customer calls, and emergency situations
- Dispatches and assigns tasks to field crews utilizing work order systems and Automatic Vehicle Location (AVL) system to efficiently route emergency response crews
- Utilizes Geographic Information Mapping (GIS) systems, researches and updates the asset management system, creating and assigning emergency response and non-emergency work orders for field crews, providing detailed information to management, field personnel, engineering consultants and other City departments
- Secures traffic control and ensures proper procedures are in place prior to any excavation work for emergency work activities
- Generates or updates complex statistical reports providing analysis and other documents to assist management
- Monitors confined space entry by crews per safety specifications
- Receives notification of all non-sworn City employee vehicle accidents and transmits the information to appropriate safety personnel
- Monitors Supervisor Control and Acquisition Data (SCADA) and/or flow level monitoring alarms and notifies appropriate personnel or emergency responders
- Reviews and verifies City of Tulsa water line break board and/or sewer overflow information to ensure accuracy of real-time information and closes completed work orders
- Must report to work on a regular and timely basis

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

### **QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of increasingly responsible office or administrative experience or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for a one (1) step increase upon completion of fifteen (15) accredited college hours and one (1) year employment in the position.

Knowledge, Abilities and Skills: Considerable knowledge of office practices, procedures and related equipment and good knowledge of City and Department Policies and Procedures. Ability to work independently; ability to work under pressure; ability to maintain confidentiality; ability to understand and influence the behavior of others within the organization, customers, and the public in order to achieve job objectives and cause action or understanding; ability to utilize a Geographic Information System (GIS) for mapping; and ability to establish priorities and organize work in order to meet established division guidelines. Comprehensive verbal and written communication skills; and good skills in organizing, compiling and recording information.

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Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use office equipment; subject to sitting, standing, bending, reaching, and walking; and vision, speech, and hearing enough to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License.

**WORKING ENVIRONMENT:** Working environment is primarily office; and requires use of telephone and other office equipment. Scheduled days and hours may vary and overtime and standby may be required.

**Class Code: 6557**

**EEO Code: N-06**

**Pay Code: OT-17**

**Group: Office and Technical**

**Series: Clerical and Secretarial**

**Effective Date: June 16, 2021**