

CLASS TITLE: WATER/WASTEWATER DISPATCHER II

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
- May process confidential information and take lead role in training new City employees and temporary personnel on emergency response
- 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 five (5) years of increasingly responsible office or administrative experience including one year as or equivalent to a Water/Wastewater Dispatcher I; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employees will be eligible for a one step increase upon completion of thirty (30) 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 train others on proper procedures; and ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding; ability to utilize a geographic information mapping system (GIS); ability to establish priorities and organize work in order to meet established division guidelines. Comprehensive verbal and written communication skills; and skill 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: 6558

EEO Code: N-06

Pay Code: OT-18

Group: Office and Technical

Series: Clerical and Secretarial

Effective Date: June 16, 2021