

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH - LOCATION - 330 WENTWORTH ST. N.)

SCHEDULER/DISPATCHER - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Dispatch and Operations Support, the Scheduler Dispatcher receives, answers, interprets, records, and dispatches all emergency and non-emergency calls from the public and other agencies which are received via phone, email, and two-way radio.

GENERAL DUTIES

Responsible for receiving, evaluating, and prioritizing inquiries based on departmental guidelines. Ensures accuracy of responses provided to the caller.

Receive, assess, and respond to 1st and 2nd level customer service enquiry line for Hamilton Water.

Performs data entry into the computerized IPS (HANSEN) database system and external CMMS systems as information is both relayed and/or created.

Place outbound calls to schedule customer appointments for Water Distribution Operators, Investigators, Meter Technicians, Sewer Technicians, etc., daily work allocation while adhering to departmental procedures and processes. Create or update appropriate service requests or work orders based on the appointment booked.

Dispatch via two-way radio in a timely manner, emergency and priority service requests to field employees including Investigators, Water Distribution Operators, Meter Technicians and District Supervisors. Records all personnel status transactions and update required personnel of any status changes.

Receive, assess and respond to generic email accounts to provide customer service follow up.

Maintain and update all Hamilton Water files associated with the Scheduler/Dispatcher position.

Maintain water on/off list and notify Fire Department of all updates.

Create and process reports from computerized IPS (HANSEN) database system and external CMMS systems and provide to the Supervisor, Dispatch and Operations to update Key Performance Indicators (KPIs).

Receive laboratory test results, distribute information and schedule follow up investigation as required.

Liaise with all levels of management, supervisors, other departments, outside agencies by telephone, emails, two-way radio and fax as required.

Maintains and ensures the accuracy of all appropriate reference material, procedures and workflows associated with the Scheduler/Dispatcher position.

Work in accordance with the provisions of applicable health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

CITY OF HAMILTON

1. Previous communications/dispatching experience related to duties listed above normally acquired through a combination of education and relevant work experience.
2. Superior telephone manners with good voice quality, diction, and articulation. Good listening skills with demonstrated ability to assess urgency of emergency and non-emergency calls.
3. A technical knowledge or previous understanding of two-way radio systems.
4. Possess demonstrated exceptional communication and conflict resolution skills, gained through practical experience working in a customer service environment.
5. Strong verbal and written communication skills. Demonstrated ability to relate to the public, staff, elected officials and other municipalities in a pleasant and courteous manner.
6. Demonstrated ability to work calmly and effectively in a fast-paced environment.
7. Exceptional computer skills with knowledge of Microsoft Office applications at an intermediate level. Must be able to input data quickly and accurately.
8. Demonstrated ability to work both independently and as part of a team using tact, good judgment and initiative in a fast-paced work environment.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.