



Pittsburgh
Water & Sewer
Authority

JOB ANNOUNCEMENT

POSITION: Dispatcher
DIVISION: Customer Service
SALARY: \$14.737 - \$19.65

POSTED: August 22, 2017
APPLICATION DEADLINE: 4:00 pm, September 5, 2017

SUMMARY: Responds to customer inquiries and coordinates messaging to PWSA staff regarding a service related repair in a timely, accurate and courteous manner.

UNION: This position is included in the American Federation of State, County, and Municipal Employees (AFSCME) union and will be filled in accordance with the provisions of the Collective Bargaining Agreement.

DUTIES: Using a two-way radio system, receives notification of water line problems and dispatches crew for repairs; prepares accurate reports; receives complaints from the general public, PWSA Divisions, outside agencies, etc. by telephone and radio reports from workers in the field on problems with waterlines, sewers, valves, hydrants, etc.; logs calls; dispatches inspectors or crews to problem sites via radio; relays information between vehicles via radio; notifies appropriate supervisory personnel of emergencies; posts fire hydrant and valve functioning; may notify appropriate City Departments as requested or required; keeps records and prepares accurate work reports; files correspondence and general memoranda; performs other routine clerical functions (e.g., verification and retrieval of information, customer correspondence, returned mail, email customer inquiries etc.) as requested or required may respond to customer inquiries received via info email box and complete the daily mail log. All customer inquiries received via phone/email must be responded to during the assigned shift. Operates office equipment (e.g., computer, CRT, calculator, call director, copier, etc.) as requested or required; notifies utilities of dig sites as requested or required; reads pipeline maps and gives locations of service lines, valves, hydrants, etc., to crews; works all shifts, evenings, weekends and holidays; may compute daily totals of calls, jobs, etc. as requested or required; and performs activities and functions of related lower-level personnel and other related tasks and duties that are assigned or required.

KNOWLEDGE/ABILITIES: Possess considerable knowledge of best practices in Customer Service and have the ability to work in a fast paced environment. Knowledge of Authority and City ordinances related to water distribution, sewers and other technical information (e.g., valves, meters, plumbing, pipeline drawings and maps, etc.); of Authority policies and procedures related to system and customer servicing; and of City geography. Ability to receive calls and dispatch crews quickly; to enunciate clearly, hear well and speak pleasantly over the radio and telephone; to log and post information, maintain records and prepare accurate reports; to understand and follow oral and written instructions; to learn and follow established Authority policies and procedures; to operate a two-way radio and office equipment (e.g., computer, calculator, call director, copier, etc.); Must be able to multi-task and meet competing deadlines. Strong communication and analytical skills are preferred. Effective business writing skills are a must to communicate effectively both orally and in writing and to establish and maintain effective working relationships with key staff and the general public.

GENERAL REQUIREMENTS: Applicants must become domiciled within the City of Pittsburgh at time of appointment and remain domiciled with the City of Pittsburgh throughout employment with the PWSA.

EXPERIENCE REQUIREMENTS: In order to be considered eligible for this position, the application must clearly show one year communications experience including dispatching and experience with a computer OR an equivalent combination of training and experience.

APPLICATIONS: Available in the Human Resources Section, 1200 Penn Avenue or online at www.pgh2o.com. Send resume and cover letter to hr@pgh2o.com.

EQUAL OPPORTUNITY EMPLOYER

The PWSA does not discriminate against anyone on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state, or local law.