

TO: Tom Rosemeyer
FROM: Tameaka Bryant, Human Resources
DATE: January 21, 2021
RE: Dispatcher

Karin Daane, Dispatcher Water Utility requested a position study of her position (position #1793) in CG 16, Range 10. Upon interviewing Tom Rosemeyer, Public Works General Supervisor, Wade Hunt, Automotive Mechanic, Brett Rosenau, Fleet Program Administrator and the incumbent. The changes the incumbent listed on her classification change worksheet are in line with the general description of her position as stated in the classification specification (attached). As a result, I recommend that there be no change to the position range for the reasons outlined in this memo. This determination is not based on the quality of work performed by the incumbent, but rather on an analysis of duties and responsibilities of this position and other comparable positions outlined in this memo and in accordance with the factors outlined in the City Personnel Rules.

The classification specification for the Dispatcher describes the work as:

...work in radio dispatch and other communication between the Water Utility and City staff, residents, and contractors. The Dispatcher is also responsible for coordinating response to reports of water distribution system problems; using and maintaining system and work records; answering questions; and triaging problems to supervisors or other staff.

Examples of job duties for the Dispatcher are as follows:

Operate a radio communications system to dispatch work orders and to provide support to Water Utility field staff. Answer phones and direct calls to appropriate staff. Create work orders using Accela. Close and scan work orders using Accela, Power Indexing and Docfinity.

Respond to customer complaints or problems and log them in the Water Quality database where applicable.

Coordinate with Police Department for parking enforcement or jobsite issues or emergency towing of vehicles. Coordinate with utilities for relocations as well as other departments regarding damage issues or to assist Water Utility crews.

Update and maintain various records such as hydrant, valve, ditch, service and system leaks using Accela, Access, Excel, Word, Outlook and Docfinity.

File regular and emergency Diggers Hotline tickets. File street opening permits and maps to City Engineering using GTViewer and Access.

K. Daane began working at the City in 2003 as an Information Clerk in the Traffic Engineering Division. Throughout her career at the City she worked in numerous positions in Parking Utility, Traffic Engineering, Police, Parks and eventually transferring into the Water Metershop assisting with payroll. She competitively promoted to the Water Utility Dispatcher in 2014. She states her work began to change with the implementation of CityWorks, an asset management software and Faster, a fleet maintenance and fuel tracking software in 2020. K. Daane states that she is a

PowerUser and does all of the Water Utility Operations updates in CityWorks and is now also a PowerUser for enterprise asset management systems including Accella, and more recently, Faster. The Dispatcher also serves as a trainer and agency administrator for these work order systems providing staff with training and problem solving. In addition to generating, reviewing, and closing work orders, the Dispatcher maintains system records and creates reports. The updated position description provided as part of the study is in line with the current duties as described in the classification specification for Dispatcher. The technology used to complete these tasks has changed but the essential job functions have remained the same. All of the work described in the interview is in line with her current classification specification in CG16 R 10 as the Streets Operations Clerk CG16 R10 has similar responsibilities outlined in their classification specification, as listed below.

Exercise initiative in the **establishment of related filing and recordkeeping systems**. Exercise judgment and initiative in the implementation of related administrative processes. Recommend procedural changes or guidelines based on observed program needs.

Provide information to the general public on refuse, recycling, leaf, large item and brush collection; snow plowing, street repair; sand barrels; street sweeping, weed complaints; stump removal, terrace damage; division regulations, ordinances, etc. Respond to complaints. **Communication** is made via telephone, in person, electronically and through the mail.

Operate a two-way radio base station and **dispatch vehicles and personnel**.

Provide information and/or clarify program policies and procedures as the designated resource on administrative considerations.

Serve as the agency/department/division contact for purchasing. Maintain inventory of office supplies. Purchase office supplies, training registrations, memberships, make travel arrangements, and reconcile P-Card purchases to appropriate budgets. Assume responsibility for follow-through on administrative detail. **Initiate routine correspondence and other inter-departmental communications as necessary**. Type employee evaluations, related work forms and any correspondence generated by management. Prepare LPO's.

Establish and **maintain routine** financial and/or budgetary **records**...Identify and **report related concerns**.

Prepare periodic or special statistical reports. Research information from historical records, files, and/or operational reports. Tabulate and format data as applicable. Assist with maintenance of various databases.

Organize and oversee special projects as necessary. Assist supervisor in follow-through activities relative to ongoing clerical functions. [emphasis added]

K. Daane requested that the Dispatcher classification be compared to the Fleet Maintenance Program Administrator (CG15 R11) position given both positions use the Faster system. The scope of K. Daane's work in the Faster system is creating work orders, agency system administrator, and data entry. The examples of the duties and responsibilities for the Fleet Maintenance Program Administrator describe (among others):

Set up and manage Master Equipment Files in a computerized Maintenance System. Assign asset numbers, setup, and remove equipment in system. **Research vehicle and fluid specifications**

and **maintenance intervals** for chassis and body. Research and add billing information cost, PO number and life of chassis and body. **Research & add component specifications for major components in the system** for both chassis and body including make, model, and serial number of all major components. Research & add warranty information to the system for chassis, body, and major components.

Maintain vehicle information library. Ensure vehicles have operator manuals for both chassis and body (if applicable). **Document receipt of manuals from vendor and distribute to satellite shops and Parts Dept.** **Create operator responsibility books** for chassis and/or body when needed. Maintain vehicle manual library and remove manuals upon retirement of asset.

Set up and **Manage Preventative Maintenance** information and schedules. Create PM interval with **detailed maintenance instructions.** Create PM list for seasonal equipment and shop equipment. **Create weekly PM report,** reviewing open work orders for PM in progress. **Determine fluid sampling and frequency** on new vehicles and set up in system. **Send in fluid samples** and monitor results, making a determination if action is needed.

Facilitate the **annual replacement program with local Bobcat Dealer.** Coordinate replacement of units with Dealer and City agencies. Set up and remove assets in system. Set up PM intervals in system [emphasis added]

As noted in these described duties, the Fleet Maintenance Program Administrator is responsible for a wide variety of administrative tasks relative to the maintenance and repair of a very diverse fleet of vehicles and that ranges from snow plows to fire trucks, ambulances and police vehicles. This includes the setup of maintenance and master equipment files for assets from purchase to retirement, management of a fluid sampling program, and facilitation of removal and sales of retired assets. It requires the ability to research, analyze, develop, and maintain a complex hierarchy of preventative maintenance and service intervals for a variety of assets. Individual vehicle and maintenance information must also be maintained in a library that includes related vehicle manuals, reference catalogs and/or electronic media on all assets.

However, both the Dispatcher position and the Fleet Maintenance Program Administrator position create individual asset files with details about each asset into the Faster system; the Dispatcher does not have the same responsibility for the advanced analysis and preventative maintenance scheduling that the Fleet Maintenance Program Administrator performs. The Water Utility also lacks the variety of vehicles that the City Fleet Division is responsible. Water Utility has 120 motorized equipment including fleet vehicles, while the Fleet Division is responsible for 1,400 vehicles and equipment. Based on the information previously outlined in this memo the work of the Dispatcher classification has not risen in scope to the level of that of a Fleet Maintenance Program Administrator.

Based on a review of the aforementioned positions, as well as the analysis of the Dispatcher classification specification, this position continues to be appropriately placed in CG16, R10. Finally, it is important to reiterate that this conclusion is not a reflection of the quality of work performed by K. Daane. However, the determination is based on the various factors outlined in the Personnel Rules and more fully described herein.

cc: Karin Daane-Dispatcher
Krishna Kumar-Water Utility General Manager
Emaan Abdel Halim-Human Resources Services Manager
Harper Donahue IV-Human Resources Director