

CITY OF CHATTANOOGA

Classification Specification Title: Crew Scheduler (Wastewater)

Department: Wastewater

Pay Grade: WWFG.04N

Supervision Received From: Mgr. Sewer Construction

FLSA Status: Non-Exempt

Supervisory Responsibility For:

Established: 6/29/07

Revision Dates: 4/1/25;

8/27/24; 10/20/23; 4/20/11

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for monitoring the status of Public Works work orders and service requests and coordinating the scheduling and assignment of construction equipment and operators for work projects. Typical duties include receiving and reviewing work orders and service requests; coordinating and maintaining crew schedules, equipment and operators and monitoring work order and service request completion. Works under limited supervision.

SERIES LEVEL:

The Crew Scheduler is a stand-alone classification.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

General Functions: Receives and reviews work orders; schedules and prioritizes order of completion and monitors status of work orders; maintains listings of open and closed work orders. Assists in developing policies and procedures related to work order preparation and flow. Coordinates the work assignments of crews.

Receives, responds to, and confers with departmental personnel to resolve conflicts regarding project priorities.

Revises schedules as required due to work order changes, labor/material availability, interruptions, backlogs or other issues in consultation with supervisors and management.

Prepares a variety of summary reports related to crew activities, operations and projects using various types of computer software.

Provides documentation and information to account for delays, difficulties and changes to estimates. May use GIS mapping to locate boundaries, alleys, and stormwater systems.

Attends various meetings and may serve as lead, providing details pertaining to labor crews, costs, and state routes.

Equipment and Operator Scheduling Functions: Receives, reviews and assigns service requests for completion based on priority; monitors status of requests and maintains listings of completed and open service requests.

Assigns, schedules, and reassigns construction equipment usage based on priority assigned and proximity of outstanding work.

Coordinates operators and equipment for scheduled work; makes adjustments as needed based on equipment and operator availability and assignment completion.

Receives and reviews construction reports to stay abreast of outstanding work and status; confers with supervisors and staff to assess work assignments, daily equipment and operator needs and to resolve conflicts regarding equipment priorities.

Communicates via telephone and radio to dispatch and coordinate operators and equipment from one work site to the next, to receive notification of work completed and to ensure that equipment and operators are utilized efficiently.

Creates, enters data, and maintains spreadsheets to capture resource allocation and usage to include but not limited to equipment, assigned operator, location, and start stop time of work.

Receives and reviews construction reports to stay abreast of outstanding work and status; responds to, and confers with departmental personnel to resolve conflicts regarding equipment priorities.

Receives completed service requests, route sheets and transfer tickets from operators; makes notations to document status of service request, equipment, operator assigned and completion date and distributes as appropriate.

Monitors security cameras to screen and grant access to buildings.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED is required. The following requirements are applicable dependent on area of assignment: Two (2) years of related progressively responsible experience utilizing word processing, spreadsheet and other computer software related to crew assignment scheduling, work order documentation, labor and materials estimation/costs and/or other support services in the assigned area. Two (2) years of experience in the operation or scheduling and assignment of equipment for construction or maintenance of drainage, right-of-way maintenance, grading and/or excavation projects or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; production planning principles; construction management principles; construction or maintenance equipment as related to drainage, right-of way maintenance, grading and excavation and scheduling and prioritization principles and practices.

Skill in prioritizing and assigning work; processing work orders and service requests; coordinating the completion of work and work activities; preparing reports; keyboarding techniques; using computers and related software applications and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.