



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 643.6

Job Title: **SENIOR 3-1-1 TELECOMMUNICATOR**

Pay Grade: 15

GENERAL SUMMARY:

Responds to non-emergency telephone calls using effective problem-solving techniques to provide detailed information and customer assistance for quality service. May function in a lead capacity or serve as a shift leader of 3-1-1 Telecommunicators.

RESPONSIBILITIES:

- Provides general information to customers for various city services (such as water, sewer, potholes, ditches, culverts, traffic signals and signs, dangerous buildings, weeded lots) or transfers calls to appropriate City personnel.
- Researches, analyzes and resolves customers' problems and inquiries. Uses effective questioning techniques to verify/confirm customers' concerns.
- Assists in locating personnel in the City of Houston to respond to citizens' requests for city services.
- Receives telephone calls using the automatic call distribution system and computer-based work management system to provide customers information on services requested.
- May receive calls for non-dispatch police services.
- Acts as liaison to Mayor's Office.
- Conducts weekly Customer Satisfaction Survey.
- Maintains and monitors various records, logs and reports.
- Provides on-the-job training for entry-level 3-1-1 Telecommunicators.
- Notifies or consults with supervisory personnel regarding unusual circumstances.
- May be required to be "on call" during emergency situations.
- Performs other related duties as requested by supervisor.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Two years of experience as a Telecommunicator in a high volume telephone call area or at an equivalent level in a high volume customer service area are required.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

May function in a lead capacity or serve as a shift leader of 3-1-1 Telecommunicators.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

3-1-1 Telecommunicator
Senior 3-1-1 Telecommunicator
3-1-1 Telecommunicator Supervisor

Effective Date: August 1999