CITY OF HOUSTON
JOB DESCRIPTION

Job Code: 643.7

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

Pay Grade: 20

GENERAL SUMMARY:

Supervises and directs personnel engaged in communications and various record-keeping activities and provides general information and customer assistance for quality service.

RESPONSIBILITIES:

- Supervises the daily activities of the Communication Center and offers technical assistance to ensure an effective operation.

- Plans, organizes and schedules resources to meet current and future production requirements.

- Prepares daily operational reports indicating any malfunctions of equipment and those programs that are carried to another shift.

- Handles difficult calls from the public to ensure the most effective procedures are implemented.

- Monitors the productivity and performance of 3-1-1 telecommunicators.

- Assists with developing and updating manuals, such as policies and procedures and training.

- May be required to be "on call" during emergency situations.

SPECIFICATIONS:

KNOWLEDGE:
An Associate's degree in Social Science, General Studies, Business Administration or a closely related field is required.

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

Experience as a Senior Telecommunicator in a high volume telephone call environment or at an equivalent level in a high volume customer service environment may be substituted on a year-for-year basis for the above education requirement.

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

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 substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

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