CLASS TITLE: **Supervisor of 311 Operations**

CHARACTERISTICS OF THE CLASS: Under general supervision, functions as a first line supervisor, overseeing a staff of Communications Operators answering and processing 3-1-1 non-emergency calls from residents requesting city services, reporting non-emergency incidents or inquiring about city programs and events; and performs related duties as required.

ESSENTIAL DUTIES: Monitors daily work operations and supervises a staff of Communications Operators to ensure the efficient processing of 3-1-1 calls to the 311 City Services Center; prepares work schedules and makes daily work assignments to ensure adequate staffing; monitors staff performance and resolves operational problems to ensure efficiency of operations; reviews informational materials used by staff to ensure information regarding programs and events is current and accurate; notifies city managers and proper authorities of emergency incidents such as power outages, emergency requests to dig in the public way, weather emergencies or other situations; responds to and handles difficult or major complaint calls and irate customers; trains and oversees the training of new Communications Operators and provides on-going training to staff on new and revised operating procedures and guidelines; prepares administrative and productivity reports; prepares and oversees staff preparing written responses to correspondence received by the unit; monitors the performance of 3-1-1 computer system and telephone equipment and reports equipment malfunctions; maintains daily operational reports on call volume and prepares administrative and productivity reports.

RELATED DUTIES: Assists Communications Operators with call taking activities during high volume and/or crisis situations; coordinates repair services for computer and telephone equipment.

MINIMUM QUALIFICATIONS:

Training and Experience. Three years of experience in answering and processing nonemergency calls including one year as a Communications Operator II - 311, or an equivalent combination of training and experience is required.

Knowledge, Abilities and Skill. Considerable knowledge of the 3-1-1 City Services system. Considerable knowledge of policies and procedures for processing non-emergency calls. Good knowledge of services and programs provided by City departments. Good knowledge of customer service principles.
CLASS TITLE: **Supervisor of 311 Operations (Cont’d)**

Ability to supervise and evaluate the work of staff. Ability to communicate in a courteous and effective manner. Ability to interpret policies and procedures to staff. Ability to train staff on customer service skills and call taking procedures. Ability to operate a personal computer and telephone equipment.

Good supervisory skills. Good oral and written communication skills. Skill in the use of personal computers and telephone equipment.

**Working Conditions.** Non-emergency communications facility.

**Equipment.** Headset, computer terminal, telephone equipment and TDD communications equipment for the hearing impaired.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.