

**SENIOR COMMUNICATIONS OPERATOR (1467)
TASK LIST 2018**

Supervision

1. Supervises a group of Communications Information Representatives (CIRs) by reviewing their work, providing trainings, and monitoring calls in order to ensure proper service is provided according to established procedures for CIRs, such as in accord with sections of the Communications Center Manual of Policies and Procedures, and the Procedures Training Manuals.
2. Handles personnel concerns of Communications Information Representatives (CIRs), such as problems involving shift assignments, work assignments, alleged favoritism, tardiness, excessive absenteeism, and granting or denying of time off requests by providing solutions through counseling, disciplining, changing shifts, changing hours within shifts, and acknowledging good workers, in order to facilitate a positive work atmosphere and to improve employee morale and work performance.
3. Notifies Communications Information Representatives (CIRs) verbally and/or in writing of changes in personnel, such as new General Managers, key emergency personnel, and shift superintendents, and of organizational changes such as relocation of major sections, divisions, and departments to different floors, buildings and/or geographic areas, as well as changes in the function of units, such as crossing guards, and new service requests for utility customers, in order to provide proper service and notify correct personnel.
4. Advises probationary employees to improve their performance by recommending information, such as importance of telephone courtesy, need for positive attitudes, policies on use of consoles for personal telephone calls, and procedures for correct routing of calls, by encouraging study of resource materials such as directories, emergency and key personnel callout lists, and functions for various City departments, by recommending awareness of work schedules and adhering to scheduled work hours to minimize tardiness and absenteeism, and by providing counseling, performance evaluations, probationary reports, or discipline in order to aid probationary employees and determine if employees should pass probation as a Communications Information Representatives.
5. Maintains a current training manual for the responsibilities of Communications Information Representatives using 2-way radio telephone by reviewing policies and procedures relevant to handling calls, keeping personnel updates for key and emergency personnel, and new equipment operating manuals in order to maintain high standards of performance.
6. Meets with subordinates, union representatives, and management regarding informal grievances such as working conditions relating to shift assignments, attendance problems such as lack of medical verification for illness, and promotional appointments, in order resolve conflicts in the work environment.

Operational

7. Operates a telephone console by pushing touch tone buttons, buttons to access telephone lines, and a hold button, in order to answer incoming telephone calls from citizens or employees, make out-going short and long distance telephone calls for employees, transfer citizens to the appropriate City department, or place callers on hold while looking up information for the caller.
8. Operates a radio telephone console by pushing buttons or depressing a foot pedal in order to change and monitor frequencies and transmit or receive calls from field units such as Police Officers, Traffic Officers, Animal Control Officers, Communication Electricians and Electric Line Mechanics to provide service appropriately.
9. Cross-references information including phone numbers, agency names, and contact persons, by comparing them to various directories and manuals, such as City of LA and Department of Water and Power telephone directories, emergency on-call lists, the City Reporting District Directory, and other sources of information for agencies such as Federal and State government offices or non-City water and power companies, in order to ensure correct information is relayed when referring a citizen or employee for assistance.
10. Records information received from citizens' calls during each shift on a radio/telephone log form and/or using computer-aided dispatch (CAD) software regarding details such as a citizen's name and address, the number of the unit(s) assigned, and the nature of the problem, such as a broken traffic light, missed refuse collection, illegally parked car, or stray animal, in order to clearly record pertinent information from each call received during the shift.
11. Assists Communications Information Representative (CIR) operators by answering significant calls, such as interpreter or emergency calls, as well as answering calls when there is an overflow or at peak calling hours when enough operators are unavailable, in order to ensure proper customer service is provided and callers' needs are being addressed in a timely and efficient manner.
12. Requests verbally and through written requisitions to the Purchasing Division and/or the storekeeper for materials and supplies such as headsets, telephones, amplifiers, pens, pencils, note pads, forms for long distance toll calls, and various City forms in order to have materials and supplies readily available to perform necessary tasks and provide service.
13. Contacts appropriate City departments or equipment vendors such as AT&T, Verizon, or other City contract vendors to report trouble with telephone or radio equipment, such as hardware issues with the telephone or radio consoles, in order to provide reliable support services and handle repair requests.

Customer Service

14. Answers phone calls received from City employees or citizens in order to address their needs, such as transferring a citizen to the City department or office that can resolve their problem, placing a short or long distance telephone call for a City employee, providing callers with known information as requested,

and dispatching field units, such as police, fire, or medical units, to resolve citizen complaints or at the direction of department management.

15. Returns calls to citizens who previously requested a service call by a field unit (call-backs) in order to verify that service was provided or to clarify the nature of the problem, such as when the field unit cannot locate a reported illegally parked car or when no address given in the original broadcast can be located.

Communication

16. Communicates by telephone, email, or radio with field personnel, including Police, Animal Control, and Traffic Officers, and personnel of Street Maintenance or Water and Power, in order to dispatch personnel in response to requests for service from citizen callers, to relay orders, messages, and responses from supervisors to field units, and to respond to requests from field units, such as to run checks on automobile license plates and to dispatch additional field units to assist.
17. Calls personnel from City departments such as Fire, Police, Public Works, and Water and Power offices in order to request emergency assistance for field personnel or to relay messages and responses from field units to supervisors to receive clarification of unclear instructions.
18. Communicates with department personnel via radio or phone regarding reported problems with City equipment, such as broken traffic signals, street signs, communications equipment, road hazards, car problems, and other concerns in order to identify the issue and coordinate the proper repairs or replacements.