

12-22-88 PRINCIPAL COMMUNICATIONS OPERATOR, 1458
 CHIEF COMMUNICATIONS OPERATOR, 1466

Summary of Duties: Supervises a group of employees engaged in the operation of a large telephone system and a radiotelephone control point; or, plans, directs and coordinates the work of a large group of employees engaged in the operation of a City-wide radio and telephone activity; and performs related work.

Distinguishing Features: A Principal Communications Operator supervises Communications Operators and Senior Communications Operators engaged in the operation of a main Centrex System and a multiple-position radiotelephone control point. Employees in this class assist the Chief Communications Operator with all activities relating to the operation of centralized and branch telephone exchanges and may act for the Chief Communications Operator in the latter's absence.

A Chief Communications Operator plans, directs and coordinates the operation of a large main telephone exchange as well as several branch exchanges in remote locations and on various shifts. This class is distinguished from the class of Principal Communications Operator in that the latter is primarily responsible for supervising operations at a single location rather than having overall responsibility for main and branch locations. Under the general review of an administrative supervisor, employees in this class may develop policy for telephone operation and assist in the planning of service improvements. Work is evaluated according to efficiency of organization.

Examples of Duties: Principal Communications Operator: Supervises through subordinate personnel the operation of a main telephone exchange and a radiotelephone control point; assists a Chief Communications Operator as required with all activities in connection with planning, coordinating and supervising the operation of several branch exchanges and a radiotelephone control point; assists in the determination of equipment and personnel needs; conducts telephone traffic studies; investigates and resolves operating complaints of the public and City departments; develops and enforces practices and procedures for telephone and radiotelephone operation; assumes the duties of Chief Communications Operator in the latter's absence.

Chief Communications Operator: Plans and coordinates the operation of a large telephone exchange and one or more smaller boards to give service in several locations and on various shifts; interviews and makes recommendations for the selection of new employees; plans and supervises training for new Communications Operators; prepares work schedules and time sheets, and maintains personnel data; may provide general supervision over a radiotelephone control system;

Certifies the accuracy of telephone company invoices for long distance telephone calls; supervises the collection of money for personal calls; orders supplies; notifies subordinates of changes in operating procedures; makes or

works with City or telephone company personnel on traffic studies; advises engineers on station numbers to be used for new stations requested; prepares and maintains telephone operating manuals; notifies telephone company employees of service trouble; assists in the preparation of unit budget requests; may supervise a Principal Communications Operator engaged in these activities; and may coordinate publication of telephone directories.

Employees of these classes may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications:

	Principal Communications <u>Operator</u>	Chief Communications <u>Operator</u>
<u>Knowledges:</u> Telephone techniques, practices and procedures;	Good	Good
 Clerical procedures, filing, and record keeping necessary to the operation of tele- phone exchanges;	Good	Good
 Safety rules, principles and practices;	Good	Good
 Functions of the various City departments and other governmental agencies in the Los Angeles area;	Good	Good
 Supervisory principles and practices;	Good	Good

Qualifications:

	Principal Communications <u>Operator</u>	Chief Communications <u>Operator</u>
<u>Knowledges:</u> Principles and practices of employee training;	Good	Good
 Laws and regulations related to equal		

employment opportunity and affirmative action;	Working	Working
Memoranda of understanding as they relate to subordinate personnel;	Working	Working
Principles and techniques of radio telephone operation;	Working	Working
City personnel rules, policies and procedures;	General	Working
	Principal Communications Operator	Chief Communications Operator
<u>Abilities:</u>		
Operate a telephone switchboard or Centrex console with speed and accuracy;	X	X
Speak clearly and pleasantly;	X	X
Hear and understand speech in any tone of voice;	X	X
Question callers in trouble or desiring information intelligently and diplomatically;	X	X
Deal tactfully and effectively with employees and the public;	X	X
	Principal Communications Operator	Chief Communications Operator
<u>Abilities:</u>		
Think clearly and act quickly in		

emergencies;	X	X
Memorize telephone numbers, names, and department functions;	X	X
Perform miscellaneous clerical work;	X	X
Instruct and train telephone operators or supervise and plan such training;	X	X
Supervise and review the work of a group of Communications Operators;	X	X
Plan, organize, coordinate and supervise the work of Communications Operators and Senior Communications Operators on several shifts and in various locations;	X	X

Two years of full-time paid experience as a Senior Communications Operator engaged in the supervision and operation of a multiple position switchboard or Centrex System is required for Principal Communications Operator.

Four years of full-time paid experience in a class at least at the level of Senior Communications Operator engaged in the supervision and operation of multiple position radio dispatch consoles or telephone switchboards is required for Chief Communications Operator.

License: Both Classes: A valid California driver's license and a good driving record may be required prior to appointment.

Physical Requirements: Both Classes: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; arm, hand, and finger dexterity involved in activities such as reaching, handling, and feeling; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5

and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.