

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

**CLASS SPECIFICATION**

7-28-05

**COMMUNICATIONS INFORMATION REPRESENTATIVE, 1461**

**Summary of Duties:** Operates a centrex console or a two-way radio telephone console; handles incoming calls from the public; routes telephone calls to the proper stations; enters and retrieves data from a computer based system; relays messages received orally and in writing; researches and assigns proper routing codes to requests for service; performs incidental clerical work; and does related work.

**Distinguishing Features:** A Communications Information Representative receives a large volume of incoming calls from the public and other City employees and must determine the required course of action for each call. The work requires frequent exercising of independent judgment and discretion. Communications Information Representatives are required to perform data entry, retrieval, and inquiry of information retained in computerized databases. Communications Information Representatives receive on-the-job training on the type of equipment they are assigned to operate. In the larger units a supervisor is usually present. However, this is not true in smaller units or during night or weekend shifts. Receiving, transmitting and responding to information orally using telephone and radio telephone equipment is the essential characteristic of this class.

When assigned to the 311 Call Center, Communications Information Representatives use a computer based system to provide information regarding City services; process customer applications for building records, zoning information, sanitation and sewer charges and permits; provide information regarding City policies, procedures, ordinances, rules and regulations; review and process customer requests for services; interprets the nature of the request, identifies appropriate source to refer callers to for immediate resolution of their complaints or inquiries, attempt to resolve customer complaints and may respond to questions from outside agencies, City elected officials, and other governmental officials.

When assigned to a dispatch center, Communications Information Representatives operate a two-way radio or telephone console to receive calls, transmit information, and route calls to the proper stations; relay complaints or emergency calls to proper agencies or to dispatch patrol units, and documents lost property or recovered property.

**Example of Duties:**

- Receives and reviews customer requests for service and routes to proper source;
- Processes customer applications for building records, zoning information and permits by telephone, facsimile or internet;
- Provides information regarding City policies, rules and regulations;

- Operates a radio telephone console to monitor assigned frequencies and communicate with various types of mobile or stationary units equipped with radios;
- Transmits requests for service and other messages to the field and responds to requests for assistance from field units;
- Operates a centrex console and answers incoming telephone calls and determines which station to route the calls;
- Connects stations to outside lines and places long distance calls;
- May give information about changed numbers and incorrect dialing;
- Relays complaints and emergency calls to proper agencies or to dispatch patrol units;
- Enters and retrieves data using a computer based system;
- Completes long distance record forms;
- Fills out forms with information from callers;
- Keeps dispatch records of the status and location of field units and of all telephone and radio telephone contacts;
- Documents lost property or recovered property;
- May serve as a dispatcher;
- May act as a receptionist and perform incidental clerical work;
- May train new Communication Information Representatives;
- May answer questions regarding operations;
- May act for the supervisor during the supervisor's absence and assists in assigning, reviewing, and expediting the work of other Communications Information Representatives;
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

## **Qualifications**

### **Knowledge of:**

- Basic clerical procedures including a variety of filing systems;
- Basic arithmetic;
- Grammar and spelling;
- Department functions, City operations, policies, procedures and sources of information;
- Computers and computer databases and City inter/intranet.

### **Ability to:**

- Keep records and perform routine clerical work;
- Operate various types of telephone and radio telephone equipment;
- Be courteous, pleasant, helpful, and easily understood when using the telephone or radio telephone;
- Interpret and understand a radio broadcast even if the signal is weak and breaking up;
- Record spoken information in longhand in an accurate and legible manner;
- Read maps and diagrams to determine the location of a call;
- Memorize information such as important telephone numbers or major streets and areas

within the City;

- Write clear and concise reports;
- Deal tactfully and effectively with the public and other City employees;
- Think clearly in stressful situations and choose a proper course of action during an emergency.

**Requirements:** Current paid employment with the City of Los Angeles and one year of full-time paid clerical experience.

**License:** A valid California driver's license may be required.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the 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 all of the duties, responsibilities, and required qualifications of any position shall be.**