

Summary of Duties: A Senior Communications Operator assigns, reviews, and evaluates the work of Communications Operators who operate private branch exchange centrex and two-way radio telephone consoles and retrieve data from a computer based system; and does related work. A Senior Communications Operator uses sound supervisory principles and techniques to build and maintain an effective staff and satisfy affirmative action responsibilities.

Distinguishing Features: A Senior Communications Operator is a supervisor who trains Communications Operators on-the-job in:

- I. How to operate communications equipment.
- II. How to respond appropriately to requests for information or service.
- III. Departmental regulations and procedures.

As a bona fide supervisor, an employee in this class is different from a lead worker because a Senior Communications Operator performs the full range of supervisory activities. A Senior Communications Operator disciplines employees, resolves grievances, and rates employee performance.

A Senior Communications Operator is different from other senior level clerical classes. An employee in this class supervises employees who operate multiple-position private branch exchange centrex or two-way radio telephone consoles and computerized data retrieval systems.

Examples of Duties: A Senior Communications Operator:

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supervises Communications Operators who are:

- A. Operating centrex or two-way radio telephone consoles.
- B. Routing telephone calls to the proper stations.
- C. Relaying messages and instructions to personnel in the field.
- D. Dispatching public service units in response to calls.
- E. Querying a computerized data base.
- F. Monitoring computerized alarms.

V. Trains new Communications Operators on:

- A. Centrex and two-way radio telephone consoles, computerized information retrieval systems, audio logging machines, and electronic facsimile machines.
- B. Telephone courtesy.
- C. Using telephone directories and personnel call out lists.
- D. Departmental emergency response procedures.
- E. Functions of the various City departments.

VI. Monitors Communications Operator calls to assure Operators are:

- A. Giving good service to callers.
 - B. Following Federal Communications Commission (FCC) and Departmental procedures while using the two-way radio telephone.
- VII. Tells Operators about changes in personnel, organization, or function of units served by the Operators.
- VIII. Gives employees equal employment/affirmative action information.
- IX. Selects, orients, assigns, trains, counsels, and disciplines employees using job-related criteria.
- X. Helps employees prepare for promotion as described in the City's Affirmative Action Program.
- XI. Prepares reports such as work schedules, time sheets, shift reports, and performance evaluations.
- XII. Collects and maintains statistical data on the unit's operation.
- XIII. Analyzes telephone bills for proper charges and starts the payment of these bills.
- XIV. Keeps updated manuals on FCC requirements, radio terminology, and standards and responsibilities for operating a two-way radio telephone.
- XV. May act as a Communications Operator:
 - A. When an Operator is absent or on break.
 - B. To help an Operator handle a difficult or emergency call.
 - C. During peak hours when calls cannot be completed in a timely and efficient manner.
- XVI. May advise upper-level management about the deployment of departmental resources.
- XVII. May prepare concise, descriptive reports on traffic conditions throughout the City.
- XVIII. May program the level of telephone service and voice mail assignments for staff throughout the department.
- XIX. May provide training for new users of voice mail and other telephone services.
- XX. May assume the duties of a Principal Operator in a large exchange during the latter's absence.

Sometimes may do other work for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledges and abilities:

A Good Knowledge of:

- XXI. Two-way voice radio and private branch exchange centrex console techniques.
- XXII. Supervisory principles and practices including: planning, delegating, and controlling the work of employees.
- XXIII. Techniques for counseling, disciplining, training, instructing, and motivating employees.

- XXIV. Techniques for evaluating employee work performance.
- XXV. Procedures for handling grievances.

- XXVI. Supervisory responsibility for EEO/AA as set forth in the City's Affirmative Action Program.
- XXVII. Effective safety principles and practices.

A Working Knowledge of:

- XXVIII. Basic clerical procedures including a variety of filing and record keeping systems and basic arithmetic.
- XXIX. FCC regulations on acceptable use and terminology restrictions affecting two-way radio transmissions.
- XXX. The Departmental Emergency Procedures Plan.
- XXXI. Memoranda of understanding as they apply to employees.

A General Knowledge of:

- XXXII. How to use electronic facsimile equipment, audio logging equipment, and computerized data retrieval systems.
- XXXIII. Functions of City departments and other governmental agencies in the area.
- XXXIV. City personnel rules and policies.

The Ability to:

- XXXV. Analyze situations and assign priorities to make the best use of available resources.
- XXXVI. Think clearly in stressful situations and choose a proper course of action during an emergency.
- XXXVII. Establish and maintain a work environment to enhance both employee morale and productivity.
- XXXVIII. Operate various types of telephone and radio telephone equipment.
- XXXIX. Understand a radio broadcast even if the signal is weak and breaking up.
- XL. Be courteous, pleasant, helpful, and easily understood when using the telephone or radio telephone.
- XLI. Deal tactfully and effectively with subordinates, other City employees, and the public.
- XLII. Look up information in directories, maps, and diagrams quickly.
- XLIII. Memorize information such as important telephone numbers or major streets and areas in the City.
- XLIV. Record spoken information, either in longhand or on a computer keyboard, in an accurate and legible manner.
- XLV. Prepare clear and concise written and statistical reports.
- XLVI. Review complex telephone bills to verify charges.

Minimum Requirements: Two years of full time paid experience as a Communications Operator operating a private branch exchange centrex console, or two-way voice radio.

Physical Requirements: A person in this class must be able to lift at least five pounds and sometimes over fifteen pounds. He/she must have good hearing and speaking 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.