

COMMUNICATIONS INFORMATION REPRESENTATIVE (1461)

Task List

1. Pushes buttons and/or uses a computer mouse, on a standard and/or computerized telephone console, such as touch tone buttons, buttons to access telephone lines, and a hold button in order to answer incoming telephone calls and written correspondence (such as social media, e-mail, and SMS [text] messages) from citizens or employees, make out-going 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.
2. Pushes buttons or depresses a foot pedal on a radio telephone console in order to change and monitor frequencies and transmit or receive calls from field units in order to ensure that citizens requests are successfully completed.
3. Speaks with person calling on the telephone in order to determine what should be done such as transferring a citizen to the City department or office that can resolve their problem, placing a long distance telephone call for a City employee, providing information as requested, and dispatching field units to resolve citizen complaints and/or calls for service or at the direction of department management.
4. Speaks with field personnel using a two-way radio, multiple frequencies or computerized telephones in order to dispatch them to various calls from requests by citizens for service, relays orders, messages, and responses from supervisors to field units, and respond to requests from field units such as running checks on automobile license plates and sending help to them.
5. Uses a two-way radio, multiple frequencies or computerized telephones to orally communicate with various City departments such as Los Angeles World Airports, Fire, Police, Public Works/Street Maintenance/Services or Sanitation, and Water and Power offices in order to request emergency back-up for field personnel when required or relay messages and responses from field units to supervisors to receive clarification of unclear instructions.
6. Returns telephone calls to citizens or internal personnel who previously requested a service call by a reporting party, such as a field unit or constituents (call-backs) in order to verify if service was rendered or to clarify exactly what or where the problem is when the field unit cannot find it such as a Traffic Officer cannot locate a reported illegally parked car or there is no such address as was given in the original broadcast.
7. Communicates with department personnel, either through a two-way radio, multiple frequencies or a computerized telephone, such as MyLA311, to receive information being reported with problems with City equipment and/or facilities maintenance such as broken traffic signals, street signs, communications

equipment, road hazards, and car problems in order to ensure the information is submitted to the appropriate department.

8. Refers to various directories, such as the City Reporting District Directory, Department of Water and Power telephone directories, emergency on-call lists of telephone numbers of personnel to be notified in case of an emergency, and miscellaneous information regarding other agencies such as Federal and State government offices and other Water and Power companies in order to double-check the telephone number, agency name or person to contact when unsure of where to refer a citizen or employee for assistance.
9. Monitors assigned frequencies covering geographical areas of the City, particular City departments or remote areas in California, Nevada, and Utah pertaining to the Department of Water and Power, listening for requests for assistance or information amidst the radio chatter in order to be aware of what is going on in the field and be able to respond immediately when required.
10. Writes on a Radio/Telephone Log form or enters the information into a database, fills out white sheets for telephone calls and for radio calls, noting down information such as citizen's name and address, number of the unit assigned, broken traffic light, illegally parked car, or stray animals in order to keep track of all calls received during the shift.
11. Enters information into a database regarding the nature of telephone calls received from the media or any emergency calls made after normal business hours in order to have a record of the occurrences.
12. Using a two-way radio, multiple frequencies, or computerized telephone, contacts field units assigned to duty periodically and/or every hour during the night shift in order to verify who is on duty and that no units are in need of immediate assistance.
13. Monitors a computerized monitoring system regarding road hazards such as fallen trees, broken traffic signals, and potholes, or warning alarms, such as entry or fire alarms, from remote stations such as a remote micro-wave antenna in order to keep field personnel aware of traffic tie-ups or dispatch personnel to eliminate or control the hazard or investigate the reason for the alarm.
14. Creates service requests for road hazards and facilities maintenance requests reported by field units or citizens in order to notify the necessary personnel.
15. Compares the hexadecimal number which appears on the radio console when a radio alarm is activated by a field unit with the data appearing on the computer monitor which identifies which field unit has what radio in order to determine which field unit sounded the alarm.

16. Professionally communicates with customers verbally and in written format to provide assistance and service.
17. Provides exceptional customer service to diffuse irate callers and avoid the escalation of potentially hostile situations.
18. Operates a personal computer and software such as Microsoft Word and Excel or the internet, in order to review, compose, and send e-mails and messages accurately and without error and to respond to service requests and/or fill out trouble tickets regarding malfunctioning communications equipment.
19. Attends special events or details in order to operate a two-way radio and relay messages to appropriate City department in order to respond to service needs during the event.