

Code: **8612**  
Public Safety Service  
Fire Service Group  
Emergency Communications Series

**CLASS TITLE: Manager of 311 Operations**

**CHARACTERISTICS OF THE CLASS:** Under direction, manages and directs work operations relating to the intake and processing of 3-1-1 non emergency calls received by the 311 City Services Center; and performs related duties as required.

**ESSENTIAL DUTIES:** Directs supervisory level staff responsible for the intake and processing of non-emergency 3-1-1 calls from residents requesting city services, reporting crimes of a nonemergency nature and related incidents or inquiring about city programs and events; develops and implements policies and procedures to ensure the effectiveness and efficiency of daily work operations; provides guidance to supervisory staff in handling complex calls and service requests; directs and monitors the preparation of daily work schedules and assignments to ensure optimal use of available staff; coordinates work efforts with city departments to ensure current and accurate information regarding city programs and services is available to staff and provided to the public; works with staff to resolve problems relating to the timely processing of requests for city services; provides directives to supervisors in notifying callers of special events or specific incidents, such as power outages and weather emergencies; oversees the development and implementation of training programs for 3-1-1 Communications Operators; directs the unit's administrative work operations including the maintenance of work records, preparation of productivity reports and the evaluation of staff performance; works with supervisors and consultants on issues relating to computer system and telephone equipment used by staff.

**MINIMUM QUALIFICATIONS:**

Training and Experience. Five years of progressively responsible supervisory experience in non-emergency communications operations or in a customer service unit, or an equivalent combination of training and experience is required.

Knowledge, Abilities and Skill. Considerable knowledge of the 311 City Services system. Considerable knowledge of policies and procedures for processing non-emergency calls. Considerable knowledge of services and programs provided by City departments. Good knowledge of customer service principles.

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CLASS TITLE: **Manager of 311 Operations (Cont'd)**

Ability to manage and direct the operations of a non-emergency communications center. Ability to direct and coordinate the work of supervisory level personnel. Ability to develop and implement operating policies and procedures. Ability to establish effective working relationships with staff and management personnel.

Good management skills. Good human relations skills. Excellent oral and written communication skills.

Working Conditions. Non-emergency communications facility.

Equipment. Standard office equipment. Computer terminal, telephone equipment and TDD communications equipment for the hearing impaired.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

May, 2002  
City of Chicago  
Department of Personnel