

CLASS TITLE: Supervisor of 311 Operations

CHARACTERISTICS OF THE CLASS: Under general supervision, functions as a first line supervisor, overseeing a staff of Communications Operators answering and processing 3-1-1 non-emergency calls from residents requesting city services, reporting non-emergency incidents or inquiring about city programs and events; and performs related duties as required.

ESSENTIAL DUTIES: Monitors daily work operations and supervises a staff of Communications Operators to ensure the efficient processing of 3-1-1 calls to the 311 City Services Center; prepares work schedules and makes daily work assignments to ensure adequate staffing; monitors staff performance and resolves operational problems to ensure efficiency of operations; reviews informational materials used by staff to ensure information regarding programs and events is current and accurate; notifies city managers and proper authorities of emergency incidents such as power outages, emergency requests to dig in the public way, weather emergencies or other situations; responds to and handles difficult or major complaint calls and irate customers; trains and oversees the training of new Communications Operators and provides on-going training to staff on new and revised operating procedures and guidelines; prepares administrative and productivity reports; prepares and oversees staff preparing written responses to correspondence received by the unit; monitors the performance of 3-1-1 computer system and telephone equipment and reports equipment malfunctions; maintains daily operational reports on call volume and prepares administrative and productivity reports.

RELATED DUTIES: Assists Communications Operators with call taking activities during high volume and/or crisis situations; coordinates repair services for computer and telephone equipment.

MINIMUM QUALIFICATIONS:

Training and Experience. Three years of experience in answering and processing nonemergency calls including one year as a Communications Operator II - 311, or an equivalent combination of training and experience is required.

Knowledge, Abilities and Skill. Considerable knowledge of the 3-1-1 City Services system. Considerable knowledge of policies and procedures for processing non-emergency calls. Good knowledge of services and programs provided by City departments. Good knowledge of customer service principles.

Code: **8614**
Public Safety Service
Fire Service Group
Emergency Communications Series

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

Ability to supervise and evaluate the work of staff. Ability to communicate in a courteous and effective manner. Ability to interpret policies and procedures to staff. Ability to train staff on customer service skills and call taking procedures. Ability to operate a personal computer and telephone equipment.

Good supervisory skills. Good oral and written communication skills. Skill in the use of personal computers and telephone equipment.

Working Conditions. Non-emergency communications facility.

Equipment. Headset, 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