

CLASS TITLE: Communications Operator II - 311

CHARACTERISTICS OF THE CLASS: Under general supervision, functions at the senior level, receiving and processing non-emergency 3-1-1 calls from residents requesting city services, reporting non-emergency incidents or inquiring about city programs and events; assists supervisors in carrying out administrative functions; and performs related duties as required.

ESSENTIAL DUTIES: Operates a computer terminal and telephone equipment to receive and process 3-1-1 calls to the 311 City Services Center; processes requests for city services by entering information obtained from callers onto a computerized intake form and electronically forwarding requests to appropriate City departments for response; receives and forwards calls reporting incidents of a non-emergency nature requiring a police response to appropriate personnel; provides information and responds to inquiries regarding city programs and services, special events and other scheduled City sponsored activities; answers calls requesting general information or City directory assistance, and provides callers with the appropriate telephone numbers or transfers the calls to the appropriate department or personnel; relays calls of an emergency nature to 9-1-1 emergency communications personnel; prepares written responses to correspondence received by the unit; gathers and compiles information on daily work activities and prepares statistical reports on call volume and related work operations; responds to calls from City personnel received on the supervisor's telephone lines; assists supervisors in notifying city managers and proper authorities of emergency incidents such as power outages and weather emergencies; trains new Communications Operators on standard operating procedures and use of computer and telephone equipment.

RELATED DUTIES: Operates a TDD device and telephone equipment to receive and transfer incoming calls and to process hearing impaired calls; accesses a language bank to obtain translator services to process 3-1-1 calls from non-English speaking clients.

MINIMUM QUALIFICATIONS:

Training and Experience. One year of experience in answering and processing non-emergency 3-1-1 calls, or an equivalent combination of training and experience is required. Must be able to type a minimum of twenty-five words per minute

Code: **8616**
Public Safety Service
Fire Service Group
Emergency Communications Series

CLASS TITLE: Communications Operator II - 311 (Cont'd)

Knowledge, Abilities and Skill. Good knowledge of the 3-1-1 City Services system. Good 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.

Ability to communicate clearly and effectively. Ability to deal courteously with the public in responding to inquiries, complaints and requests. Ability to operate a personal computer and telephone equipment. Ability to prepare productivity work reports.

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

Working Conditions. Non-emergency communications facility.

Equipment. Must wear a 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