

Typical duties will include but not be limited to:

- Supervise and monitor the work of the 311 Center personnel.
- Structure work assignments for subordinates and decide assign duties. Direct and/or authorize the re-deployment of subordinate staff between work shifts to cover public peak work load demands.
- Direct a group of analysts/specialists supporting the 311 One Call efforts (training, scheduling, data analysis, quality assurance, etc.).
- Answer operational and procedural questions that are not documented in the system and ensure the documentation is then updated.
- Develop departmental policies and procedures.
- Ensure that classroom and hands-on training for employees are optimal. Evaluate employee performance and recommend further training as necessary. Review trends for all personnel and provide adjustments to the training and environment when indicated. Conduct and or review quality assurance reviews of 311 Center work to assist with this effort.
- Review investigations of complaints on service delivery; consider recommendations made by investigators and follow up appropriately with optimal performance improvement efforts.
- Monitor equipment performance and take appropriate action when problems occur.
- Decide on course of action in emergency and non-emergency atypical situations and develop plans for such contingencies.
- Review Call Center performance measures and initiate/implement appropriate actions to attain or exceed goals.

The position is new in the appointive service and satisfies all requirements associated with being an appointed position.

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