

Water Authority Position Description

COMMUNICATION CENTER SUPERVISOR

Status	Position Code	Level	Date
APPROVED	CCSP	M26	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

RESPONSIBLE FOR THE WATER AUTHORITY COMMUNICATIONS CENTER OPERATIONS. ENSURE WORK QUALITY AND ADHERENCE TO POLICIES AND PROCEDURES. RESOLVE CUSTOMER ISSUES RELATED TO 311 REPORTS.

MIN EDUCATION & EXPERIENCE REQ

ASSOCIATE'S DEGREE IN COMMUNICATIONS, BUSINESS ADMINISTRATION OR A RELATED FIELD, PLUS FOUR (4) YEARS OPERATIONS CENTER OR DISPATCH COMMUNICATION CENTER EXPERIENCE TO INCLUDE ONE (1) YEAR SUPERVISORY OR TECHNICAL LEAD EXPERIENCE IN AN ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES DIRECTION FROM HIGHER LEVEL SUPERVISORY AND/OR MANAGEMENT STAFF.
EXERCISES DIRECT SUPERVISION OVER TECHNICAL AND SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. RESEARCH, UPDATE AND MAINTAIN OUTSIDE REQUESTS INCLUDING, BUT NOT LIMITED TO, COMPLAINTS THROUGH THE 311 SYSTEM.
2. PLAN, PRIORITIZE, ASSIGN, SUPERVISE, REVIEW AND PARTICIPATE IN THE WORK OF STAFF RESPONSIBLE FOR PROVIDING RADIO AND TELEPHONE COMMUNICATIONS TO INCLUDE IDENTIFY AND REVIEW RESOURCE NEEDS.
3. PARTICIPATE IN THE DEVELOPMENT OF POLICIES AND PROCEDURES. MONITOR WORK ACTIVITIES TO ENSURE COMPLIANCE WITH ESTABLISHED POLICIES AND PROCEDURES. MAKE RECOMMENDATIONS FOR CHANGES AND IMPROVEMENTS TO EXISTING STANDARDS AND PROCEDURES.
4. RECOMMEND AND ASSIST IN THE IMPLEMENTATION OF GOALS AND OBJECTIVES. IMPLEMENT APPROVED POLICIES AND PROCEDURES.
5. MONITOR DISPATCH AND INCOMING CALLS TO ENSURE COURTEOUS, EXPEDITIOUS HANDLING AND GOOD COMMUNICATIONS TECHNIQUES. ASSIST EMPLOYEES AND THE PUBLIC IN RESOLVING SITUATIONS AS NEEDED.
6. COORDINATE COMMUNICATIONS ACTIVITIES WITH OTHER DIVISIONS AND OUTSIDE AGENCIES.
7. PERFORM QUALITY CONTROL MONITORING OF THE WORK OUTPUT.
8. ENSURE ALL RELATED ELECTRONIC EQUIPMENT AND DATABASES ARE OPERATING. TROUBLESHOOT AND PERFORM MINOR REPAIRS. EVALUATE AND RECOMMEND CHANGES TO THE AUTOMATION NEED OF THE COMMUNICATIONS CENTER.
9. PROVIDE STATISTICAL WORKLOAD REPORTS, BARRICADE AND OTHER USAGE REPORTS, MAKE RECOMMENDATIONS AND HIGHLIGHT OUT OF COMPLIANCE SITUATIONS.
10. PARTICIPATE IN THE EMPLOYEE INTERVIEW/SELECTION PROCESS. TRAIN, MOTIVATE AND EVALUATE ASSIGNED STAFF. PROVIDE OR COORDINATE TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.

SUPPLEMENTAL FUNCTIONS

1. PERFORM ALL DUTIES OF OPERATIONS DISPATCHERS AS NEEDED.
2. PROVIDE PROGRAM AND PROJECT ASSISTANT ON A VARIETY OF SPECIAL PROJECTS AS ASSIGNED.
3. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF COMMUNICATIONS.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONS, SERVICES AND ACTIVITIES OF AN EMERGENCY COMMUNICATIONS OR DISPATCH PROGRAM PRINCIPALS OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATION MODERN AND COMPLEX PRINCIPALS AND PRACTICES OF OPERATIONS AND COMMUNICATIONS CHARACTERISTICS OF AN OPERATIONS CENTER AND COMMUNICATIONS SYSTEMS AND EQUIPMENT PERTINENT PERSONNEL RULES, REGULATIONS AND UNION CONTRACTS PERTINENT FEDERAL, STATE, AND LOCAL LAWS, CODES AND REGULATIONS PRINCIPLES OF BUSINESS LETTER WRITING AND BASIC REPORT PREPARATION MODERN COMPUTER SOFTWARE AND WORK ORDER DATABASE SYSTEMS

PREFERRED SKILL/ABILITY

SUPERVISE, ORGANIZE, AND REVIEW THE WORK OF STAFF
SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF
INTERPRET AND EXPLAIN WATER AUTHORITY POLICIES AND PROCEDURES
WORK UNDER PRESSURE, EXERCISE GOOD JUDGMENT AND MAKE SOUND DECISIONS IN EMERGENCY SITUATIONS OPERATE MULTI-CHANNEL DISPATCH CONSOLE
PREPARE CLEAR AND CONCISE REPORTS
RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL PUBLIC
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK INCLUDING THE GENERAL PUBLIC

WORKING CONDITIONS

OFFICE WORK ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS SITTING FOR PROLONGED PERIODS OF TIME; LIGHT LIFTING; EXTENSIVE USE OF COMPUTER KEYBOARD.
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.