MAINTENANCE COMMUNICATIONS OPERATOR

GRADE: 12 **FLSA: NON-EXEMPT**

CHARACTERISTICS OF CLASS:

The Maintenance Communications Operator performs intermediate clerical and administrative work involved in answering and appropriately responding to telephone and radio calls to ensure the flow of communications necessary to support the City's maintenance and operations functions. The work requires a reactive approach responding to the telephone and radio calls. The work has limited physical demands and can be stressful due to the high volume of communications during the course of the day. The incumbent's work is subject to general policy direction, practices and procedures with general supervisory review by the Operations Maintenance Superintendent. The daily actions of the incumbent have direct consequences on service delivery to the Rockville citizens.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Receives both non-emergency and emergency calls for Public Works, Parks and other departments for maintenance and service requests, repair service, information and complaints.

- Prioritizes all calls and uses past experience, policies, and independent decision making in handling all calls.
- Contacts appropriate personnel to respond as needed.
- Relays/Dispatches pertinent information to appropriate personnel/work crews regarding various job sites to ensure excellent customer service and public safety.
- Utilizes the Route Manager Software electronically tracking refuse pick-ups and complaints.
- Logs all complaints reported from refuse crews to enable refuse staff to assist customers in a timely manner.
- Receives calls from the public on problems relating to Public Works, Parks and other City departments and ensures all calls are handled appropriately. Answers telephones, prepares service requests and provides information.
- Tracks all Public Works vehicles/crews.
- Provides communication service during emergencies such as snow storms, severe rain storms, etc.
- Reports defects or malfunctions and makes requests for repairs to communications equipment or public Utilities (Pepco, WSSC, Cable TV, etc.)
- Maintains all logs and records concerning dispatches, all incoming calls, and communications from field vehicles.
- Reads maps to determine locations of work sites.
- Retrieves Public Works and Parks employee “Call-In Line” reporting to supervisors any personnel who have requested leave for the day.
- Compiles and faxes daily Duty List to Police Dispatcher to ensure the proper crew is contacted in any after hour emergencies.
- Maintains and operates video surveillance equipment to ensure security for the maintenance facility.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and some experience affording a familiarity with communications equipment and procedures. Experience with data processing and word processing is preferred.

Preferred Knowledge, Skills and Abilities:

- Knowledge of proper radio procedures.
- Knowledge of refuse routes, refuse trucks, Rockville City streets, City water, sewer and parks systems.
- Knowledge of the organization, functions, powers, procedures and policies of the City, particularly in the Department of Public Works.

- Knowledge of other governmental agencies in the area and of their functions, methods of operation, and of their relationship to the City.
- Skill in communicating using a radio communication system.
- Ability to use data entry and word processing computer programs.
- Ability to understand and carry out oral and written instructions.
- Ability to deal courteously, tactfully and calmly with individuals who make a wide variety of requests, complaints and inquiries (often being of an emergency nature) and to distinguish between true emergencies and routine service requests.
- Ability to provide information and to convey explanations of various ordinances, regulations and procedures concisely, accurately and tactfully.