

# South Jordan City

## Job Description

<b>Title:</b>	<b>Communications Center Manager</b>	<b>Effective Date:</b>	<b>2/1/16</b>
<b>Org:</b>	<b>100220</b>	<b>FLSA:</b>	<b>Exempt/Executive</b>
<b>Pay Grade:</b>	<b>16</b>	<b>Workers Comp:</b>	<b>Clerical</b>

### GENERAL PURPOSE

Perform a variety of working level, complex and technical clerical duties as needed to ensure accurate information is disseminated to the public. Responsible to provide courteous, knowledgeable, accurate, and timely response to phone or web-based questions entering the City.

### SUPERVISOR

Director of Administrative Services

### POSITION(S) SUPERVISED

Communication Center Agents

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Oversee the day-to-day process of answering and directing the City's main phone line.

Maintain City's social media platforms to achieve accuracy and relevancy.

Monitor City website for inaccuracies and content, report to appropriate contact, and follow up to see that corrections are done.

Maintain appropriate staffing levels to handle foreseeable call volumes.

Ensure that all monies collected by the center are properly accounted, including the balancing of the all revenue.

Assist in development and administering of the division budget; monitor expense accounts to comply with budget allocations.

Provide necessary training to staff to ensure accurate information, polite service, and ownership of calls.

Meet with assigned supervisor to discuss areas of concern, interest, improvement, or other such areas; keep supervisor informed of major developments and issues; attend mandatory meetings as assigned.

Coordinate with departments City-wide to maintain up-to-date information and internal customer service. Oversee City's central database maintenance and conduct regular audits.

Maintain a positive working environment and an atmosphere which encourages employees "to astonish the customer, not just to satisfy the customer."

Generate reports to relay pertinent information back to the appropriate departments.

Notice trends in problem calls and look for ways to proactively avoid future problems.

Hold staff meetings as needed and communicate pertinent information in a timely manner.

Participate in the preparation and completion of employee performance reviews.

Perform other duties as assigned.

**MINIMUM QUALIFICATIONS**

1. Education and Experience:

A. Graduation from high school; plus one (1) year of specialized training provided through professional workshops and seminars.

AND

B. Two (2) years of responsible experience related to above duties;

2. Knowledge, Skills, and Abilities:

Knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer in utilizing various software programs related to word and work processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations; meter reading systems.

Ability to communicate effectively with irate customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, and the public.

Ability to maintain a professional and pleasant demeanor.

Ability to demonstrate keyboard skills with accuracy.

3. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, including walking, standing, stooping, sitting, reaching, and light lifting. Talking, hearing and seeing essential in the performance of daily tasks. Common eye, hand, finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Clerical Exempt</b>	<b>EEO-4 Class:</b>	<b>Adm Support</b>
<b>Location:</b>	<b>Information Center</b>	<b>EEOP Class:</b>	<b>Adm Support</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>774</b>