

Code: 8615  
Public Safety Service  
Fire Service Group  
Emergency Communications Series

CLASS TITLE: **Communications Operator I - 311**

CHARACTERISTICS OF THE CLASS: Under supervision, answers and processes non-emergency 3-1-1 calls from residents requesting city services, reporting non-emergency incidents, or inquiring about City programs; 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; notifies proper authorities of reported emergencies, accidents or disasters; prepares daily work reports on calls received, service requests processed and equipment malfunctions.

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 involving public contact work supplemented by six months of computer data entry experience, or an equivalent combination of training and experience is required. Must be able to type a minimum of twenty-five words per minute.

Knowledge, Abilities and Skill. Knowledge of the 3-1-1 City Services system. Knowledge of policies and procedures for processing non-emergency calls. Knowledge of services and programs provided by City departments. Knowledge of customer service principles.

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

Ability to communicate clearly and effectively. Ability to deal

courteously with the public in responding to inquiries, complaints and requests. Ability to complete intake forms for the processing of 3-1-1 calls. Ability to operate a personal computer and telephone equipment.

Skill in the use of personal computers and telephone equipment. Good oral 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