



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
COMMUNICATIONS SUPERVISOR, 311 Human Resources Department
(311 CALL CENTER) 700 Town Center Drive, Suite 200
COMMUNICATIONS Newport News, VA 23606

Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the day-to-day operations of the 311 Communications Center as well as for ensuring the accurate collection and storage of information. Reports to the Communications Manager, 311.

ESSENTIAL JOB FUNCTIONS

Oversees the operations, activities, and personnel to ensure compliance of established guidelines, procedures, and policies; insures appropriate staffing levels are maintained. Consults and collaborates with City departments and outside agencies to collect and analyze data to stay abreast of operations, policies, procedures and other pertinent information; maintains and updates the database as appropriate. Assists in designing and implementing marketing strategies and programs to promote the Communications Center.

Responsible for the effective supervision and administration of the assigned personnel including budgeting, purchasing and financial transactions, staff organization and development, performance evaluations, employee relations and training, prioritizing and assigning work and related activities.

Monitors service calls; maintains correct recorded announcement menus; performs statistical and quality analyses for optimum efficiency and effectiveness; prepares detailed and complex reports, briefings, and presentations as needed.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Customer Service – Considerable knowledge of principles, practices, methods, terminology and trends for providing customer service in a call center environment. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Technology – Knowledge of general office equipment and personal computers to include customer information systems, word processing, spreadsheet, and related software. Comprehensive knowledge of office systems, practices, procedures and administration.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- **Critical Thinking** - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- **Judgment/Decision Making** - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- **Communication** - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.
- **Coordination of Work** - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to a Bachelor's Degree in a related field, 3-5 years of progressively responsible management experience to include 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires a general background investigation to include a local and state criminal history check as well as a valid driver's license with acceptable driving record.

This job is considered "essential personnel" and will be required to work during and following natural disaster and emergency situations.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.