

SENIOR COMMUNICATIONS CLERK

DISTINGUISHING FEATURES OF THE CLASS:

This position is the main liaison that coordinates essential communication and security related services between both internal and external departments. This position is responsible for handling any time sensitive issues that arise and aids in the coordination and resolution of urgent matters. The position differs from the Communications Clerk in that the communications are of a more complex and challenging nature that require a high level of detail. General direction is received from higher level administrative staff.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Coordinates all personnel requests and ensures appropriate staffing for the radio operations room;
2. Acts as the point of contact for issues that arise in emergency situations;
3. Assists subordinate staff in responding to clients and public in difficult or non-routine situations;
4. Responsible for the correspondence between state, local and outside companies to ensure that appropriate signs, problems, roadways are reported and rectified;
5. Keeps apprised of all updates and changes to operating system and makes necessary changes in procedures;
6. Contacts utilities to have future work sites checked for underground hazards;
7. Oversees the replenishment of fuel storage inventories; keeps records of same;
8. Contacts communications equipment contractor when equipment needs service or repairs.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of office practices including scheduling, organizing work flow and resolving problems;
Knowledge of departmental functions and services necessary to instruct others in procedures;
Knowledge of arithmetic to verify calculations and report on work activity totals;
Skill in operation communications equipment to identify problems and make minor repairs and maintenance of equipment;

Ability to react quickly and effectively to emergency situations;

Ability to operate radio communications equipment;

Ability to communicate effectively and clearly both orally and in writing;

Ability to organize, maintain and extrapolate information from records;

Ability to assist staff in responding to the public in difficult or non-routine situations;

Ability to train employees in departmental procedures and guidelines;

Ability to learn and utilize new software, techniques and technologies;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two (2) years of work experience that primarily involved the tracking of records and the inspection and maintenance of safety devices.

ADOPTED: 08/29/78

REVISED: 07/03/99 11/15/17