



Career Service Authority  
311 Operations Assistant

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**GENERAL STATEMENT OF CLASS DUTIES**

Provides administrative and secretarial support to the Contact Center Director; provides operational support to 311 Operations.

**DISTINGUISHING CHARACTERISTICS**

The 311 Operations Assistant is a classification specifically designed to provide both administrative and secretarial support to the 311 Director and operational support to 311 Operations. The 311 Operations Assistant is distinguished from the *Operations Assistant*, which performs paraprofessional operational duties that serve the needs of the business unit, evaluates operational practices, and makes recommendations for improvements.

The 311 Operations Assistant is also distinguished from the *Executive Assistant I*, which provides administrative and secretarial support and/or office management for a core “middle” manager responsible for significant operational/functional area(s).

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

None

**ESSENTIAL DUTIES**

Maintains the calendar for the director and supervisors within the operation, which includes arranging and coordinating meetings, appointments, and side-by-sides; makes travel and conference requests, when necessary.

Attends a variety of operational, project, and committee meetings and trainings to stay current on operational issues and procedures; takes notes and documents action items that result from the meeting; keeps the director advised of office problems and handles matters not requiring assistance.

Prepares, maintains, and tracks internal and external documents; tracks records and works with the city's Records Manager to establish and maintain retention procedures; maintains inventory of all computers used within 311 operations.

Drafts, edits and proofreads policy, procedures, and service level agreements; prepares detailed presentations for the director on technical subjects/areas; participates in developing, revising, and updating instructional materials, manuals, and websites.

Researches and analyzes a variety of operational issues, collects data from various sources, evaluates data, and prepares reports and presents preliminary recommendations to the director.

Evaluates and monitors new or existing procedures for effectiveness, outlines needed changes for improvements, and assists in the implementation of new and revised methods, procedures, or systems.

Determines office equipment and supply needs, purchases equipment and operating supplies, contacts vendors to resolve discrepancies, and monitors expenditures. Monitors internal billing transfers to 311's partner agencies for services rendered.

Functions as a liaison with City Council to handle constituent complaints about graffiti; attends meetings with city council and other city agencies to discuss the graffiti reporting and abatement process and to make improvements as needed.

Assists customers via telephone, email, or online with inquiries or problems related to graffiti; provides complete and accurate information to customers, which may involve explaining applicable regulations, policies, procedures or standards based on knowledge of city procedures and services.

Collects graffiti logs from other departments and creates cases in the Customer Relationship Management (CRM) module of PeopleSoft to enter graffiti complaints or to provide information on investigations into the damage; enters resolutions provided to customers and assigns cases or creates service orders for various partner departments and agencies.

Develops a working knowledge of the relevant policies and procedures related to 311 operations; provides customer support to staff members and the public by explaining policies and procedures, collecting complaints or requests, and communicating general information on a variety of city services.

Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Conscientiousness** - Takes on added responsibilities when requested; completes multiple work assignments on time; learns new skills to enhance own work and teaches others.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distresses, relates well to different people from varied backgrounds and situations, and is sensitive to individual differences.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information including technical material that is appropriate for the intended audience.

**Listening** – Listens to moderately complex or detailed information to acquire a working knowledge about a topic or assignment; responds appropriately.

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentation, listens to others, and facilitates an open exchange of ideas.

**Reasoning** – Organizes and integrates information based on existing examples; applies rules to problems that contain a few abstract and several concrete concepts and that require a moderate number of steps to resolve.

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Flexibility** – Makes adjustments in work procedures and schedule to accommodate planned or unexpected changes.

**Customer Service** – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Conflict Management** – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Organizational Awareness** – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules, and regulations of the organization.

**Information Management** – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

*Sitting:* remaining in the normal seated position.

*Handling:* seizing, holding, grasping, or otherwise working with hand(s).

*Fingering:* picking, pinching, or otherwise working with fingers.

*Talking:* expressing or exchanging ideas by means of spoken words.

*Hearing:* perceiving the nature of sounds by the ear.

*Repetitive motions:* making frequent movements with a part of the body.

*Eye/hand/foot coordination:* performing work through using two or more.

*Near Acuity:* ability to see clearly at 20 inches or less.

*Depth Perception:* ability to judge distance and space relationships.

*Field of Vision:* ability to see peripherally.

*Accommodation:* ability to adjust vision to bring objects into focus.

*Color Vision:* ability to distinguish and identify different colors.

***Working Environment:***

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Three years of clerical experience that includes two years of experience at the type and level of Administrative Support Assistant III.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for one year of the experience requirement.

***Licensure and/or Certification:***

None

**CLASS DETAIL**

**FLSA CODE:** Non-exempt

**ESTABLISHED DATE:** 12/1/2005

**ESTABLISHED BY:** Lori Mack

**REVISED DATE:** 04/10/2011

**REVISED BY:** Melissa Fisher

**CLASS HISTORY**

8/2009: the distinguishing characteristics and experience requirement were updated. The education substitution for experience was limited to one year of the required three years. The substitution of experience for required graduation from high school or possession of a GED Certification was deleted.

4/2011: the general statement of duties, essential duties, competencies, and minimum qualifications were revised and updated.