



311-Operations Supervisor #00169

City of Virginia Beach – Job Description

Date of Last Revision: 09-16-2019

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 16

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Work on an assigned/rotating shift and responsible for the first line supervision of the overall operation of VB 311, a 24-hour/7-day operation which provides a variety of support functions and service delivery for City agencies; provide a variety of highly complex customer service functions including response to citizen inquiries and service delivery for City agencies via telephone, email, citizen notification systems, and internet applications such as a customer interactive application; assume responsibility of set up for the joint information center as needed; and assume responsibility of the division in the temporary absence of the 311 Senior Operations Supervisor. Alpha I employee/subject to immediate recall during major and/or emergency situations.

Representative Work Functions and Responsibilities

Provide immediate oversight of floor personnel assigned to VB 311, a 24-hour/7-day municipal service delivery operation performing a variety of support functions which may include customer relations, maintenance of files and records, and preparation of reports; service delivery may involve telephone, internet/intranet applications, computer aided dispatch system and radio; exercise supervision over personnel assigned to VB 311 to ensure that the goals and objectives of the division are maintained at the highest level; respond to requests made by subordinates for assistance during situations that require a higher level of experience to maintain a professional operation; provide input for performance evaluation and recommend disciplinary action for subordinate staff; schedule the daily work assignments of call takers to achieve maximum effectiveness and efficiency of available personnel; provide training to subordinate personnel; interview and select personnel for VB 311 employment, career progression and promotion to obtain the most qualified employees for the position of Call Taker 1 and to progress/promote the most qualified.

Ensure that all orders, directives, policies and procedures pertaining to operational procedure are adhered to for the bureau to operate in an efficient manner.

Perform minor repairs on equipment to reduce downtime and provide uninterrupted service to the public.

Monitor incoming and outgoing telephone calls to ensure that resources are being utilized to their optimum level.

Keep an open line of communication within the division, department and with other City agencies to

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ensure that changes, problems and concerns are addressed and resolved as they occur, thereby assuring smooth operation for customers.
Assist in the development of department/division policies, procedures and plans.
Monitor performance indicators and recommend corrective actions.
Manage and evaluate the performance of personnel supervised.
Contribute to the development of personnel through mentoring, training, counseling sessions, performance reviews and assignment of duties.
Prepare reports, presentations and correspondence as required.
Maintain and update files and logs as necessary for efficient operation to provide accurate information and records upon request.
Notify department heads of emergency and disaster situations after appropriate preparation has been initiated so that they are apprised of critical situations.
Make emergency notifications after appropriate preparation of the joint information center has been initiated within the bureau.
Monitor training of personnel supervised and recommend/coordinate training assignments as necessary.
Respond to requests made by personnel supervised for assistance during situations that require a higher level of experience to maintain a professional operation.
Monitor and process messages on the National Crime Information System (NCIC), Virginia Criminal Information System (VCIN) and Public Safety Records Management System.
Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.
<u>Performance Standards</u>
Demonstrate a thorough knowledge of the operating procedures for all service agencies and an understanding of all operational orders, directives, policies, and procedures and their application; display management techniques which achieve a desired result with emphasis on motivation; demonstrate a thorough knowledge of the operation of all bureau equipment; ensure status reports on equipment are complete and contain pertinent information; display innovation and reliability in the creation and maintenance of files; routinely make repairs and adjustments to equipment; schedule subordinates so that ample personnel are available; alter work schedules to meet emergency situations; monitor training needs of subordinates and provide instruction accordingly; perform in a professional manner demonstrating the City's value of quality customer service when in contact with the public; effectively communicate with others, whether orally or in writing; ensure that reports and correspondence are submitted on time with required information; maintain logs and records in a complete and legible form; routinely remain available to assist and advise subordinates; interview and select personnel for the division in a fair and unbiased manner; and routinely notify department heads of emergency and disaster situations.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

<p>Minimum Qualifications</p> <p>High school or GED plus five (5) years' experience in fields providing the required knowledge, skills and abilities and associated with such positions as call center or office manager; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.</p>
<p>Preferred Qualifications</p> <p>Experience supervising employees in a medium size service delivery call center, familiarity with operation of division's current systems (computer aided dispatch, telephony, radio, intranet/internet applications) and computer skills using current software products and technology.</p>
<p>Special Requirements</p> <p>Must be able to work rotating shifts in a 24/7 environment including weekends and holidays and be available to work overtime when required to meet operational needs.</p> <p>Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status. Alpha I employees are subject to immediate recall during major and/or emergency situations.</p> <p>Must successfully complete on the job training program.</p> <p>Must be a citizen or have been a lawful resident of the United States for the past 10 consecutive years.</p> <p>A passing score of 30 words per minute on a typing test.</p> <p>Pass criminal history check.</p> <p>Successful completion of a pre-employment vision and hearing assessment to ensure NENA (National Emergency Number Association) requirements are met.</p>
<p>Knowledge-Skills-Abilities Required to Perform Satisfactorily</p>
<p>A. Knowledge</p> <ol style="list-style-type: none"> 1. Knowledge of the geography of the City and surrounding area. 2. Knowledge of department rules and regulations. 3. Knowledge of subscription agency policies and procedures. 4. Knowledge and understanding of human behavior. 5. Knowledge of the operations and maintenance of office and computer equipment. 6. Knowledge of municipal organization, administration and regulations governing municipal system. 7. Knowledge of City's official web site. 8. Knowledge of federal, state, and private agencies applicable to community services. 9. Knowledge of personnel management and supervisory techniques.
<p>B. Skills</p> <ol style="list-style-type: none"> 1. Skill in operating communications equipment, microcomputer and use of word processing/spreadsheet software. 2. Skill in working with stressful and/or emergency situations. 3. Skill in prioritizing work tasks. 4. Skill in both oral and written communication. 5. Skill in effectively processing several tasks simultaneously. 6. Skill in interpreting various departmental policies, procedures, rules and regulations. 7. Skill in reading maps and giving directions.

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<ol style="list-style-type: none"> 8. Skill in keyboarding and operation and maintenance of standard office and computer-based equipment. 9. Skill in working with people to obtain information and solve problems. 10. Skill in active listening and interpretation of radio transmissions. 11. Skill in providing effective leadership for subordinates. 12. Skill in observing and evaluating work performance of subordinates. 13. Skill in providing quality customer service to a diverse population.
<p>C. Abilities</p> <ol style="list-style-type: none"> 1. Ability to deal with diverse groups. 2. Ability to speak clearly and distinctly. 3. Ability to communicate effectively, both orally and in writing. 4. Ability to make sound decisions, even under adverse conditions. 5. Ability to interact with the public and City agency representatives under adverse conditions. 6. Ability to interpret and disseminate emergency directives and orders. 7. Ability to function effectively under adverse/stressful working conditions. 8. Ability to read maps (or ability to learn). 9. Ability to direct citizens using on-line assistance. 10. Ability to listen and remember facts. 11. Ability to maintain confidentiality. 12. Ability to use proper situational judgment in applying policies and procedures. 13. Ability to plan, organize and supervise the work of others. 14. Ability to prepare technical reports and conduct statistical research. 15. Ability to work rotating shifts and hours. 16. Ability to work in an environment where assignments and priorities change, sometimes rapidly. 17. Ability to perform tasks requiring incumbent to sit for extended periods throughout the workday. 18. Ability to maintain an appropriate work pace, focus on routine tasks without distraction or compromising accuracy and complete assigned tasks within expected time frame.
<p>Working Conditions</p> <p>The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.</p> <p><i>NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.</i></p>
<p>Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.</p>
<p>Mental Requirements: <i>Mental refers to the degree that the job involves cognitive activities, and use of mental processes</i></p>
<p>Performs clerical, technical, or supervisory tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate</p>

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results or occasional exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards. Works a rotating shift.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

This job requires normal visual acuity, and field of vision, hearing, and speaking. Vision and hearing must be in compliance with the National Emergency Number Association (NENA).

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