
Public Service Representative I

DEFINITION

This is high public profile or interdepartmental contact, technical and administrative work in support of a public equipment services and/or dispatch program.

Employees of this class address a wide variety of incoming calls related to all civic operations or services, including response to inquiries/complaints, control of equipment/vehicles, user requests and the coordination of civic equipment/vehicles maintenance. The work involves the exercise of judgement and initiative within established departmental or corporate practices/policies when relaying specific information or ensuring conformity pertaining to the area of specialty. The work of this class stresses contact with numerous civic groups and/or the general public to assist in the resolution of a diversity of concerns and problems and may include the use of computer assisted data together with all necessary support documentation for the maintenance of accounts, records and files, as required.

Employees of this class perform duties, independently as they become familiar with the policies and procedures of a specialized area, however, unusual or difficult situations will be referred to a supervisor. Supervision may be, but is generally not exercised, although guidance and direction may be given to clerical, maintenance, field groups and other staff related to the work assigned. Work is evaluated for effectiveness based on the service rendered to the users, the application of cost minimization, the review of reports and the like.

TYPICAL DUTIES*

Operates audio communications equipment to receive and record diverse complaints, requests of message relays to impart information as to policy and procedures; dispatches various equipment vehicles or crews utilizing private leasers or City-owned equipment.

Utilizes a computer terminal in the determination of a wide range of general information or equipment and vehicles including the availability of equipment, maintenance work in progress, present utility service and placement; daily time sheets regarding equipment use or new and existing vehicle/equipment inventory to ensure the efficient utilization of all dispatching forces.

Initiates contact with users, public, contractors, vendors, rental agencies and hired truckers to provide advice, procure disposition of orders, audit signed rental agreements for conformity to regulations, issue registration plates, equipment grouping and rates.

Evaluates rental rates of limited complexity; various performance policy standards, activity card printouts or operating and down time; repair and servicing frequencies; vehicle abuse; historical data, equipment and vehicle replacements, retention and disposals; and the overall system operations analysis of alternatives at a level of limited complexity.

Develops and maintains operating systems; ensures and coordinates appropriate changes; conducts equipment and vehicle planning activities of limited complexity; maintains records of all complaints, actions or requests received; prepares activity reports for each shift; conducts in-depth studies and reports including field work as necessary.

Investigates abuse of vehicles involving a limited level of complexity; notifies departments of poor performance situations; recommends disciplinary action; inspects and authorizes repairs.

Assists in budget preparation as related to the work assigned; analyzes variances and costs.

Co-ordinates building maintenance, operator training and safety courses as required.
 Directs the work of subordinates as assigned.
 Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of technical, mechanical and operational requirements related to diversified vehicles, equipment and services.
 Knowledge of the applicable procedures, policies and regulations pertaining to the area of specialty.
 Knowledge of the geography and street locations of given geographical areas.
 Ability to deal effectively with a variety of civic and business personnel and the general public.
 Ability to think and react quickly and calmly in pressure situations.
 Ability to communicate verbally and in writing with preciseness and accuracy.
 Ability to understand and execute oral and written instructions.
 Ability to read and interpret plans, specifications and designs and to design modifications and attachments.
 Skill in operating vehicles, equipment and systems related to the work assigned.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

High school graduation, supplemented by two (2) related courses in the technical area of specialty and a minimum of three (3) years' public relations and business experience; or high school education and a minimum of five (5) years' public relations and business experience, including a minimum of two (2) years related and relevant experience.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0321		0322	
Last Updated:	1983-10			
Previous Updates:				
Originated:	1983-04			