

City of Salem
CLASS SPECIFICATION

CLASS. TITLE:	Telecommunications Coordinator	CLASS. CODE: 0092
DEPARTMENT:	General Services	FLSA: E
REPORTS TO:	General Services Director	DATE: 7/1/2002

Job Summary:

Coordinates telecommunication needs for all City departments and provides administrative support to the Director.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Manages and coordinates the maintenance of the City's telecommunications systems which includes placing orders for new equipment, changes to existing equipment and deleting services.
2. Coordinates and reports telephone repairs to proper vendor and provides cost estimates to requesting departments for budgeting purposes.
3. Researches and make recommendations for purchase of telecommunications equipment and coordinates the purchase/installation of equipment. Acts as the contact person for all telephone related orders.
4. Acts as system administrator for phone mail system including ensuring system is used and operated under guidelines and making changes to system, i.e. adding/deleting users, changing passwords.
5. Assists the director in the preparation of correspondence and reports. Reviews documents for completeness and accuracy.
6. Acts as department records supervisor by ensuring that all divisions follow established guidelines.
7. Maintains liaison with division administrators by relaying information pertaining to policies, procedures and regulations.
8. Provides administrative support to the Director including scheduling and coordinating meetings, coordinating payroll processes and tracking performance appraisals for all employees in the department.
9. Develops administrative budget, coordinates budget input from all divisions and preparation of budget text and assists with the preparation of presentation materials. Researches costs of potential budget items. Reviews monthly expenditures to ensure compliance with approved budget.
10. Prepares purchase orders and purchase requisitions.

Important Job Functions

1. Updates all city listings in local telephone directory annually. Prepares and distributes internal telephone directory annually and makes necessary updates to intranet directory.
2. Provides assistance to citizens seeking information, transfers or refers calls to appropriate department/agency if unable to provide information.
3. Attends meetings and various training seminars and conferences as required.
4. Performs other duties as required by supervisor.

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MATERIAL AND EQUIPMENT USED:

- Desktop computer
- Calculator
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's degree from an accredited college or university in a related field; and,
Four (4) years of experience in a related field; or,
Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

License(s) and Certification(s):

- None required.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Telephone system operations and telecommunications equipment.
- Operations, functions, policies and procedures of the City.
- Contemporary office practices and procedures and basic office software products.

Ability to:

- Identify and resolve telecommunications problems, analyze needs and make recommendations for purchases.
- Communicate effectively verbally and in writing to a wide range of individuals.
- Work independently and make decisions with minimal supervision.
- Operate telecommunications equipment, computers and office equipment.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Maintain required work hours and attendance.

Physically able to:

- Sit, keyboard, write, hear and speak for extended periods.
- Stand frequently for extended periods.
- Bend, kneel, stoop or climb.
- Lift up to 20 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.