

311 CALL CENTER SPECIALIST

CLASS NUMBER: 11044
EEO CATEGORY: Administrative Support

GRADE: ST07
FLSA: Non-Exempt

JOB OBJECTIVE

Receives and responds to city-wide non-emergency calls and request for services and/or information within Metro Government's consolidated call center. Performs related duties as required.

DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Receives and transmits calls and/or complaints for Metro government agencies.
Answers incoming requests and takes complaints from the general public; logs information received.
Uses multiple call center software packages to assist in providing customer service to callers.
Utilizes GIS information to identify service areas on the map.
Directs requests to the appropriate department or agency for further actions.
Performs follow-up on requests for the information or public complaints.
Maintains written and computer records of all complaints and work activities.
Prepares work orders and various reports.
Performs clerical tasks or data entry duties as needed.
Documents and verifies call information for service requests; reviews, modifies, or corrects call information.
Contacts other Metro agencies on service related issues as needed.
Analyzes and interprets data concerning service areas.
Researches information on records.
Performs multiple tasks simultaneously; maintains composure in all circumstances.
Sends various documents or forms to appropriate persons.
Uses prescribed telephone etiquette and follows customer service procedures.
Meets with walk-in constituents on service related matters.
Works with OEM during declared emergencies.

SUPERVISION EXERCISED\SUPERVISION RECEIVED

This is a non-supervisory classification.

This classification receives general supervision and reports to a designated supervisor, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work area is adequately lighted, heated, and ventilated. Employee works primarily in an office setting under generally favorable working conditions.

Work is sedentary; however, there may be some walking, standing, bending, carrying of light items, sitting for extended periods wearing a headset and monitoring two computer screens, typing information into a computer; coordinating eye/hand movements while handling calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and give

instructions to a continuous flow of callers, listening carefully, making responsible judgments where timing is critical, and sitting within hearing distance of other call-takers working under similar conditions.

NOTE: This classification is required to work various shifts, holidays and weekends during city-wide or geographical emergencies.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and four (4) years of increasingly responsible clerical, administrative or call center experience.

TO BE ELIGIBLE FOR TARGETING

Employees in this classification shall be automatically upgraded to the next level in this classification series provided all of the criteria in the Job Description for 311 Call Center Specialist Senior are met, in accordance with Policy 5.6 B-I, Upgrades for Targeted Classifications.

PERFORMANCE STANDARDS

Basic knowledge of Metro Government departments and the services they provide.

Knowledge of call center/customer service principles and operations.

Knowledge of Nashville/Davidson County streets and roads.

Ability to speak clearly and distinctly.

Ability to read and locate service areas using an atlas, maps and related documents.

Ability to operate call center software packages and programs.

Ability to multitask while answering a multi-line telephone system and entering data into a computer.

Ability to interact positively with the public at all times.

Ability to prepare and maintain documents, records or reports.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

None

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311 CALL CENTER SPECIALIST SENIOR

CLASS NUMBER: 11045
EEO CATEGORY: Administrative Support

GRADE: ST08
FLSA: Non-Exempt

JOB OBJECTIVE

Receives and responds to routine and complex city-wide non-emergency calls and requests for services and/or information within Metro Government's consolidated 311 call center. Performs related duties as required.

DESCRIPTION

MAJOR JOB RESPONSIBILITIES

- Receives, resolves and transmits routine and complex calls and/or complaints for Metro government agencies.
- Answers incoming requests and takes complaints from the general public; logs information received.
- Uses multiple call center software packages to assist in providing customer service to callers.
- Utilizes GIS information to identify service areas on the map.
- Directs requests to the appropriate department or agency for further actions.
- Performs follow-up on requests for the information or public complaints.
- Maintains written and computer records of all complaints and work activities.
- Performs clerical tasks or data entry duties as needed.
- Documents and verifies call information for service requests; reviews, modifies, or corrects call information.
- Contacts other Metro agencies on service related issues as needed.
- Analyzes and interprets data concerning service areas.
- Researches information on records.
- Performs multiple tasks simultaneously; maintains composure in all circumstances.
- Sends various documents or forms to appropriate persons.
- Uses prescribed telephone etiquette and follows customer service procedures.
- Meets with walk-in constituents on service related matters.
- Works with OEM during declared emergencies.

SUPERVISION EXERCISED\ SUPERVISION RECEIVED

May lead and train other call center staff.

This classification receives general supervision and reports to a designated supervisor, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work area is adequately lighted, heated, and ventilated. Employee works primarily in an office setting under generally favorable working conditions.

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Work is sedentary; however, there may be some walking, standing, bending, carrying of light items, sitting for extended periods wearing a headset and monitoring two computer screens, typing information into a computer; coordinating eye/hand movements while handling calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and give instructions to a continuous flow of callers, listening carefully, making responsible judgments where timing is critical, and sitting within hearing distance of other call-takers working under similar conditions.

NOTE: This classification is required to work various shifts, holidays and weekends during city-wide or geographical emergencies.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma or equivalent and five (5) years of increasingly responsible clerical, administrative or call center experience.

TO BE ELIGIBLE FOR TARGETING

- 1-year experience as a 311 Call Center Specialist
- Demonstrated proficiency with all call center software
- Scores an average of 80% on call monitoring during the last six-month period prior to targeting
- Demonstrates good working knowledge of all departments integrated into the call center software
- No disciplinary action greater than 1-day suspension within the previous 12 months

PERFORMANCE STANDARDS

Knowledge of policies, procedures, and operations of the 311 call center.

Knowledge of Metro Government departments and the services they provide.

Knowledge of Nashville/Davidson County streets and roads.

Ability to respond and resolve complex issues.

Ability to lead and/or train others on 311 call center operations.

Ability to speak clearly and distinctly.

Ability to read and locate service areas using an atlas, maps and related documents.

Ability to operate call center software packages and programs.

Ability to multitask while answering a multi-line telephone system and entering data into a computer.

Ability to interact positively with the public at all times.

Ability to prepare and maintain documents, records or reports.

Ability to establish and maintain effective working relationships.

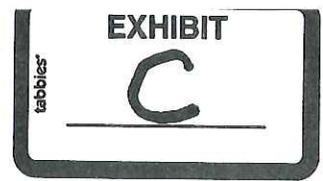
LICENSES REQUIRED

None

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CRIME SCENE INVESTIGATOR 3

CLASS NUMBER: 11046
EEO CATEGORY: Technicians

GRADE ST11
FLSA: Non-Exempt

JOB OBJECTIVE

Leads and performs the most complex skilled and technical duties involved in responding to a crime scene for collection of evidence. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Collects and processes evidence at crime scenes.

- Collects, examines, and identifies items from crime scenes.

- Processes evidence for latent prints and other trace evidence using various chemicals and technical equipment.

- Takes elimination prints for comparison purposes

- Lifts, develops, and photographs fingerprints

- Performs presumptive blood tests on samples.

- Processes vehicles for trace evidence.

- Locates blood using chemical processes.

- Transports evidence to property room.

- Excavates grave sites for evidence and bodies.

- Processes paper materials for latent prints using chemical processes.

- Collects hair- fiber- trace evidence.

- Diagrams crime scenes.

Performs specialized administrative duties.

- Maintains crime scene vehicles, lights, equipment, and supplies.

- Restocks supplies as necessary

- Testifies in court proceedings.

- Performs routine maintenance on equipment.

- Writes digital reports for documentation of scenes and evidence.

- Attends meetings and training classes as required.

- Uses photography equipment.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

May lead and assist support personnel; may train field personnel in processing and protection of crime scenes.

Receives general supervision from and reports to the Crime Scene Investigation Sergeant or designee, who is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Crime Scene Investigator 3

Work involves everyday risks or discomforts that require normal safety precautions typical of such places as crime scenes, etc. Work area is not always adequately lighted, heated, and ventilated. Work is often performed in a non-temperature-controlled environment.

Requires travel to crime scenes. Employees are required to use protective clothing or gear such as masks, coats, goggles, gloves, or shields when working with chemicals or diseased/decomposing bodies. There is walking, standing, bending, carrying heavy items (75-100 lbs), etc. Special physical demands are required to perform the work. Employees may be required to testify in court, and work varying shifts, weekends, and holidays.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Associates Degree in crime scene investigation or related field and five (5) years of experience in crime scene investigation.

OR

High School Diploma and seven (7) years experience in crime scene investigation.

PERFORMANCE STANDARDS

Thorough knowledge of the principles and techniques used in identifying fingerprints and processing evidence.

Thorough knowledge of the codes and formats used in entering and obtaining information from the NCIC computer system.

Thorough knowledge of crime scene evidence collection techniques.

Knowledge of diagramming and C.A.D.

Working knowledge of forensic identification methods and applications used to obtain evidence.

Working knowledge of court preparation procedures and rules of evidence.

Skill in processing and securing evidence.

Skill in using photographic equipment.

Ability to use forensic chemicals and laser equipment to obtain evidence.

Ability to enter, update, and retrieve information on police computer systems.

Ability to instruct and train new employees.

Ability to maintain records and reports.

Ability to communicate effectively, both orally and in writing.

Ability to handle deceased bodies and obtain evidence and fingerprints in extreme forms of decomposition.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License may be required for some positions in this classification.

TO BE ELIGIBLE FOR TARGETING:

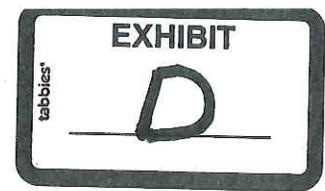
--3 years of experience as a Crime Scene Investigator 2

--International Association of Identification Crime Scene Certification

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FIRE INSPECTOR 2 – FIELD TRAINING OFFICER

CLASS NUMBER: 11047
EEO CATEGORY: Officials and Administrators

GRADE: PF06
FLSA: Non-Exempt

JOB OBJECTIVE

In addition to duties of a Fire Inspector 2, coordinates and oversees the training of Fire Inspectors in an assigned zone, and enforces state and local fire codes and regulations. May act as a Lead or Senior Inspector. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

- Performs inspections and fire investigations with assigned staff.
 - Assigns duties to employees.
 - Evaluates inspection reports and daily work sheets.
 - Follows-up on each inspection to ensure compliance.
 - Performs and assists with difficult inspection assignments.
 - Trains employees.
- Patrols area to observe signs of new or existing rehab activities.
 - Backs-up inspectors responding to calls.
 - Resolves conflicts between inspectors and the public.
 - Interprets fire code issues for inspectors.
 - Evaluates the activities of inspectors for proper utilization and time allocation.
- Investigates inspectors' actions or activities.
 - Inspects work in progress and upon completion.
 - Reviews the issuance of violation notices to ensure they are accurate and complete.
 - Analyzes policy or procedure violations.
 - Investigates complaints made concerning inspectors or refer to a Supervisor for follow-up.
- Performs administrative duties.
 - Writes various reports.
 - Assists and provides input towards inspector evaluations.
 - Explains policies, procedures, or laws to inspectors or the public.
- Completes in-service and special training programs as needed.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

Leads and trains Fire Inspector 1 or Fire Inspector 2 employees. May lead and coordinate activities of other Inspectors.

Receives general supervision and reports to a Fire Marshal Assistant or another senior inspector, who evaluates daily activities and is consulted on unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

Employee works outside performing inspection activities and in the office performing administrative duties. May be required to use protective clothing or gear such as masks, coats, goggles, gloves, or shields. Employees may be required to work varying shifts and weekends. Requires some physical exertion such as walking, climbing, bending, stooping, stretching, or similar activities.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma and two (2) years of experience in Fire Prevention as a Fire Inspector 2. Required experience must be in the Nashville Fire Department only.

*NOTE: "As per Civil Service Policy 7.2/8.2C-I, this classification is designated as an assignment classification. Employees who are assigned to this classification shall hold the classification and be compensated at the assigned grade level until such time as the assignment ends; at which time the employee's classification and pay grade revert back to that of their permanently assigned position."

PERFORMANCE STANDARDS

Thorough knowledge of fire prevention and safety principles and practices.

Thorough knowledge of state and local laws and regulations governing fire prevention and suppression.

Knowledge of departmental rules, policies, and procedures.

Working knowledge of equipment and materials used in fire prevention.

Working knowledge of building and fire codes.

Working knowledge of fire permit requirements.

Skill in public relations.

Skill in interpreting code requirements.

Ability to read and understand laws, regulations, Fire literature, departmental rules, policies, and procedures.

Ability to recognize fire hazards and recommend corrective actions.

Ability to analyze situations and adopt quick, effective, and reasonable courses of action.

Ability to perform thorough inspections.

Ability to determine compliance with Fire Code Laws and Ordinances.

Ability to conduct fire safety and prevention educational programs.

Ability to maintain records and write detailed reports.

Ability to deal with the public.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships.

LICENSES REQUIRED

Valid Driver License

State of Tennessee Certification as Fire Inspector

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