City of Inglewood Job Description
Class Code: 833

COMMUNICATIONS MANAGER

DEFINITION

Under general supervision, oversees and maintains the communications network for the City.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Maintains telephone and voice mail operating systems and equipment; upgrades telephone system by adding, changing, or reprogramming components for a more efficient use of the equipment; creates and records new voice mail menus to enhance service and provide easier access of information to staff and customers; maintains voice system, voice mail, voice and data line record.

Advises users on telephone and voice mail issues, questions and usage; investigates, recommends and purchases telecommunication equipment; reviews telephone bills and other invoices for accuracy and takes appropriate action on billing errors; researches ongoing problems and billing issues; orders and disconnects services when appropriate; negotiates costs of equipment or services with vendors; manages special projects assigned by the ITC Director.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledge of telecommunication and voice mail technical manuals

Knowledge of telephone system and equipment upgrade concepts

Knowledge of telecommunication terminology, billing and industry standards

Skilled in safely utilizing power and technical tools to install and maintain telephones and equipment

Skilled in negotiating cost of equipment or services with vendors

Skilled in prioritizing work assignments and meeting deadlines

Skilled in providing and following oral and written instructions

Skilled in establishing and maintaining effective working relationships

Ability to effectively communicate verbally and in writing in English with all levels of staff and public

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, climbing, bending and lifting up to 25 pounds. Incumbents may be exposed to repetitive motion, vision to monitor, background noise and electrical current.

QUALIFICATIONS

Bachelors degree in Communications or closely related field, **AND** five (5) years experience in communications maintenance and repair **OR** an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver's License.

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