

ALABAMA ONE CALL POSITION DESCRIPTION

Title: Customer Service Representative Supervisor: Center Operations Manager

POSITION FUNCTION

Under the general direction of the Center Operations Manager of the Alabama One Call (AOC), is responsible for receiving, recording, classifying, summarizing and transmitting underground facility location requests.

DUTIES AND RESPONSIBILITIES

Is responsible for timely and accurate processing of various underground location requests from contractors, excavators, utilities and others. Ensures information obtained is complete and proper member companies are notified on both original and retransmitting information.

Is responsible for initiating and maintaining detailed records of work activities including names, times, dates of contact and information requested. Maintains and uses records in computer-based information system. Processes requests and obtains information from computer-based systems. Uses various input documents to update the data record bases in the computer system. Occasionally must assist caller by using appropriate maps to determine excavation site information. When necessary performs research on computer system files to determine if locate request was received and researching previously processed location requests. Assists misdirected callers to determine proper action to be taken. Informs callers of proper requirements and procedures for excavating around buried facilities. When required, is responsible for providing locate request information to members who do not receive on automated equipment.

RELATED DUTIES - Performs miscellaneous office duties as directed by Supervisor. Works with other employees and member companies as required.

The above are representative of the level and kind of duties and responsibilities which are assigned to this position. As work load and availability or personnel requires, the incumbent performs, either temporarily or permanently, other duties which are similar or related.

PERFORMANCE AND QUALIFICATION REQUIREMENTS

BASIC KNOWLEDGE - Requires knowledge of human relations and AOC data processing procedures. Requires the ability to work with and manage detailed information.

MACHINE SKILLS - Frequent use of telephone, PC computer terminal and computerized information system.

TRAINING AND EXPERIENCE - Requires a thorough knowledge of AOC policies and procedures as they apply to the operation of the AOC. Requires familiarity with various utility system facilities throughout the state and associated personnel. Requires a thorough knowledge of all laws and regulations as they apply to the One-Call industry and underground facility damage prevention. Requires understanding of human relations.

JUDGEMENT AND DECISION - Performs duties in accordance with established policies and procedures under general supervision. Requires judgement and decision in receiving and processing locate requests. Duties are generally determined by normal work priorities.

ACCURACY - Requires accuracy and attention to detail required in processing location requests and in preparing related reports.

CUSTODIAL RESPONSIBILITY - Assures timely and proper maintenance of assigned records.

SUPERVISION AND LEADERSHIP - None.

CONTACTS - Has continual contacts with various member company personnel and numerous users of the system in giving and receiving information.

PHYSICAL AND ENVIRONMENTAL - Requires normal physical stamina. Must adapt to frequent interruptions and continued verbal communications in handling location requests.