

Honorable Mayor and Members
of the City Council
City Hall
Torrance, CA

**SUBJECT: HR - Approval of the Revised Class Specification for
Public Safety Communications Supervisor**

RECOMMENDATION

Recommendation of the Human Resources Director and the Civil Service Commission that City Council approve the revised class specification for Public Safety Communications Supervisor.

Expenditure: None

BACKGROUND

As part of the adoption of the budget by the City Council for fiscal year 2009 – 2010 an additional Public Safety Communications Supervisor position was added to the Police Department.

Previous recruitments for this position have been difficult to fill due to strict background requirements and competition in the labor market. In order to attract experienced supervisors from other agencies staff is recommending a lateral transfer program be implemented for Public Safety Communications Supervisors. The highlights of the lateral transfer program include offering new hires a monetary transfer incentive as well as crediting the employee with vacation and sick leave upon successful completion of the twelve month probationary period.

At their meeting of August 31, 2009, the Civil Service Commission unanimously approved the revised class specification for Public Safety Communications Supervisor. This recommendation is submitted to your Honorable Body for your review and approval.

ANALYSIS

The class specification for Public Safety Communications Supervisor has been modified to include the distinction between the Lateral-entry Public Safety Communications Supervisor as well as a change to the Education and Experience section. The changes are as follows:

Distinguishing Characteristics

Lateral-entry Public Safety Communications Supervisor is distinguished from entry-level Public Safety Communications Supervisor in that the Lateral-entry Supervisor is required to have three (3) years of experience in emergency radio dispatching which includes at least two (2) years of supervisory experience.

License or Certificate – Lateral Entry

- Requires a valid California Class C driver's license
- Must possess and maintain a **valid** California POST Public Safety Dispatch Certificate and Emergency Medical Dispatch Certificate

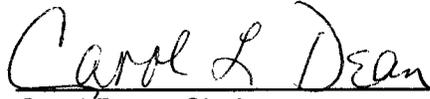
Education and Experience – Lateral Entry

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Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

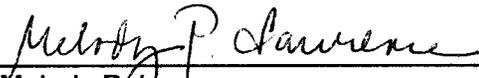
Graduation from high school or GED and three (3) years experience in emergency radio dispatching which includes at least two (2) years of supervisory experience.

Respectfully submitted,
CIVIL SERVICE COMMISSION



Carol Dean, Chair

ELAINE M. WINER
Human Resources Director

By 

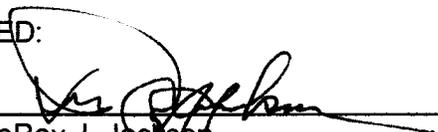
Melody P. Lawrence
Human Resources Manager

CONCUR:



Elaine M. Winer
Human Resources Director

NOTED:



LeRoy J. Jackson
City Manager

Attachments:

- A. Civil Service Commission Meeting Item for Revision of the Public Safety Communications Supervisor
- B. Revised Class Specification for Public Safety Communications Supervisor

Commission Meeting
August 31, 2009

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

**SUBJECT: Approval of the Revised Class Specification for
Public Safety Communications Supervisor**

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Public Safety Communications Supervisor and forward it to the City Council for adoption.

BACKGROUND

As part of the adoption of the budget by the City Council for fiscal year 2009 – 2010 an additional Public Safety Communications Supervisor position was added to the Police Department.

Previous recruitments for this position have been difficult to fill due to strict background requirements and competition in the labor market. In order to attract experienced supervisors from other agencies staff is recommending a lateral transfer program be implemented for Public Safety Communications Supervisors. The highlights of the Lateral Transfer Program include offering new hires a monetary transfer incentive as well as crediting the employee with vacation and sick leave upon successful completion of the twelve month probationary period.

The class specification has been revised and is before your Honorable Body for approval. Management has met and conferred on the changes to the class specification and the Torrance Professional and Supervisory Association (TPSA) concurs with this recommendation.

ANALYSIS

The class specification for Public Safety Communications Supervisor has been modified to include the distinction between the Lateral-entry Public Safety Communications Supervisor as well as a change to the Education and Experience section. The changes are as follows:

Distinguishing Characteristics

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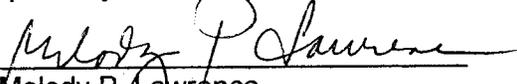
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- Must possess and maintain a valid a California POST Public Safety Dispatch Certificate and Emergency Medical Dispatch Certificate

Education and Experience – Lateral Entry

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Graduation from high school or GED and three (3) years experience in emergency radio dispatching which includes at least two (2) years of supervisory experience.

Respectfully submitted,

By 
Melody P. Lawrence
Human Resources Manager

CONCUR:


Elaine M. Winer
Human Resources Director


Bill Byron
TPSA President

NOTED:


Laura Lohnes
Civil Service Manager

Attachments:

- A. Revised Class Specification for Public Safety Communications Supervisor
- B. Existing Class Specification for Public Safety Communications Supervisor

Public Safety Communications Supervisor

Definition

Under direction, the Public Safety Communications Supervisor is responsible for day-to-day operations and technical support for the public safety dispatching services, the alarm enforcement program and emergency medical dispatching services, 911 operations, and the training function. Incumbents in this class work in the Public Safety Communications Center which is a twenty-four hour, seven-days-per-week operation; and performs related activities as required.

Distinguishing Characteristics

The Public Safety Communications Supervisor provides first line supervision and oversees daily operations in the command center for emergency dispatching. This class is distinguished from Communications Supervisor-Telecommunications or Communications Supervisor-Wireless in that the incumbents in these classifications are supervising personnel involved with the installation, service and maintenance of the City's telecommunications system or wireless radio and related communications systems. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

Lateral-entry Public Safety Communications Supervisor is distinguished from entry-level Public Safety Communications Supervisor in that the Lateral-entry Supervisor is required to have three (3) years of experience in emergency radio dispatching which includes at least two (2) years of supervisory experience.

Supervision Exercised/Received

Receives supervision from higher level Police or Fire staff; exercises direct supervision over Public Safety (Fire and/or Police) Communications Operators.

Examples of Essential Duties

The following duties represent the principal job duties; however, they are not all inclusive.

- Plan, coordinate, and supervise the Public Safety Communications dispatchers and 911 operators and handling day-to-day procedural questions and problems that arise;
- Functions as call taker or radio operator for relief or as needed during shift;
- Research new equipment/systems/ technological issues and writing related proposals; and implementation of the new dispatch system;
- Instructs operators on proper dispatch procedures;
- Develop and implement formal training programs for public safety 911 operators, public safety dispatchers, and lateral dispatchers; designing and updating training curriculum;
- Coordinate mandatory training/certifications for all communications personnel; and oversee training and quality assurance for telecommunications devices for the deaf (TDD) compliance, automatic aid and mutual aid;
- Track and log recording requests;

- Accumulate and analyze data/statistics to determine operational effectiveness;
 - Develop and update communications procedures;
 - Coordinate work schedules;
 - Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
-

Examples of Other Duties

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Serves as a liaison to public safety departments;
 - Serves on various committees
-

Minimum Qualification Guidelines

Knowledge of:

- Public safety communications principles, practices, methods, techniques, and equipment;
- The principles of supervision, training, and performance evaluation;
- The techniques and methods of radio communication including Geographical Information System (GIS), Automotive Vehicle Locator (AVL), Mobile Data Computer (MDC) and Global Positioning System (GPS).;
- Computer-aided dispatch (CAD);
- Federal communications commission (FCC) regulations pertaining to public safety communications;
- Federal regulations pertaining to collection, storage, and dissemination of criminal history record information;
- Emergency medical dispatch procedures;
- CAD formats and commands pertaining to the 911 operator, fire dispatcher, and police dispatcher;
- City policies and procedures affecting departmental operations.
- General City operations.
- Local geography including main streets and their hundred blocks, city boundary limits, sector/beat areas, and police/fire response districts;
- Dispatch procedures for air ambulance companies;
- Principles of supervision, training and employee relations.
- Conflict resolution techniques.

Ability to:

- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Inspire confidence in subordinate personnel and new employees in training;
- Supervise and motivate personnel in a high stress environment;
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public;
- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;

- Shift priorities as departmental workload demands require
 - Operate modern office equipment, computers and software applications;
 - Operate tools and equipment for the purpose of training staff and demonstrating proper techniques;
 - Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
 - Learn and utilize new skills and information to improve job performance and efficiency.
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License or Certificate

- Requires a valid California Class C driver's license
- Must obtain and maintain a **valid** California Public Safety Dispatcher POST and Emergency Medical Dispatch certification within one (1) year of hire.

Lateral Entry

- Requires a valid California Class C driver's license
 - Must possess and maintain a **valid** a California POST Public Safety Dispatch Certificate and Emergency Medical Dispatch Certificate
-

Education and Experience

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Graduation from high school or GED and three years experience in emergency radio dispatching. One year of supervisory or lead work experience is preferred.

Experience with CAD is preferred.

Lateral Entry

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Graduation from high school or GED and three (3) years experience in emergency radio dispatching which includes at least two (2) years of supervisory experience.

Special Requirements

Requires the ability to sit for extended periods of time, read color coded displays; use a computer terminal for extended periods; hear sufficiently to accurately and completely obtain information from callers; communicate clearly to effectively dispatch information over the radio/communication system. Tasks are regularly performed without exposure to adverse environmental conditions.

Incumbents are frequently required to remain in the immediate work area throughout the work shift and may be ordered to work overtime with short notice. Will be required to work rotating shifts, weekends and holidays.

Public Safety Communications Supervisor

Definition

Under direction, the Public Safety Communications Supervisor is responsible for day-to-day operations and technical support for the public safety dispatching services, the alarm enforcement program and emergency medical dispatching services, 911 operations, and the training function. Incumbents in this class work in the Public Safety Communications Center which is a twenty-four hour, seven-days-per-week operation; and performs related activities as required.

Distinguishing Characteristics

The Public Safety Communications Supervisor provides first line supervision and oversees daily operations in the command center for emergency dispatching. This class is distinguished from Communications Supervisor-Telecommunications or Communications Supervisor-Wireless in that the incumbents in these classifications are supervising personnel involved with the installation, service and maintenance of the City's telecommunications system or wireless radio and related communications systems. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

Supervision Exercised/Received

Receives supervision from higher level Police or Fire staff; exercises direct supervision over Public Safety (Fire and/or Police) Communications Operators.

Examples of Essential Duties

The following duties represent the principal job duties; however, they are not all inclusive.

- Plan, coordinate, and supervise the Public Safety Communications dispatchers and 911 operators and handling day-to-day procedural questions and problems that arise;
- Functions as call taker or radio operator for relief or as needed during shift;
- Research new equipment/systems/ technological issues and writing related proposals; and implementation of the new dispatch system;
- Instructs operators on proper dispatch procedures;
- Develop and implement formal training programs for public safety 911 operators, public safety dispatchers, and lateral dispatchers; designing and updating training curriculum;
- Coordinate mandatory training/certifications for all communications personnel; and oversee training and quality assurance for telecommunications devices for the deaf (TDD) compliance, automatic aid and mutual aid;
- Track and log recording requests;
- Accumulate and analyze data/statistics to determine operational effectiveness;
- Develop and update communications procedures;
- Coordinate work schedules;
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating

activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.

Examples of Other Duties

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Serves as a liaison to public safety departments;
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Minimum Qualification Guidelines

Knowledge of:

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- City policies and procedures affecting departmental operations.
- General City operations.
- Local geography including main streets and their hundred blocks, city boundary limits, sector/beat areas, and police/fire response districts;
- Dispatch procedures for air ambulance companies;
- Principles of supervision, training and employee relations.
- Conflict resolution techniques.

Ability to:

- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Inspire confidence in subordinate personnel and new employees in training;
- Supervise and motivate personnel in a high stress environment;
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public;
- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;
- Shift priorities as departmental workload demands require
- Operate modern office equipment, computers and software applications;
- Operate tools and equipment for the purpose of training staff and demonstrating proper techniques;

- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
 - Learn and utilize new skills and information to improve job performance and efficiency.
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License or Certificate

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Education and Experience

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Experience with CAD is preferred.

Special Requirements

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