

PERSONNEL BOARD

<http://www.ci.richmond.ca.us/1090/Personnel-Board>



REGULAR MEETING
Thursday, September 26, 2019

5:15 p.m.

@ 440 Civic Center Plaza – City Council Chambers



AGENDA

Chair: Steve Early

Personnel Board Members

Mindy Pines

McKinley Williams

Kyra Worthy

- 1. ROLL CALL**
- 2. AGENDA REVIEW**
- 3. STATEMENT OF CONFLICT OF INTEREST**
- 4. APPROVAL OF MINUTES**
 - a. Regular Meeting of May 23, 2019
 - b. Regular Meeting of August 22, 2019
- 5. PUBLIC COMMENT**
- 6. CONSENT AGENDA**
 - a. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)
- 7. NEW BUSINESS**
 - None
- 8. UNFINISHED/OLD BUSINESS**
 - None
- 9. REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**
 - None
- 10. CONSIDERATION OF PROBLEMS AND REPORTS**
 - None
- 11. ADJOURNMENT**

NOTE: Copies of items to be distributed from the Public to the Personnel Board must also include two (2) copies; one (1) for the Secretary to the Board and one (1) for Board Counsel.

COMMUNICATION ACCESS INFORMATION This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact Bruce Souplet, ADA Coordinator at (510) 620-6509 at least three business days before the meeting date.

CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
REGULAR MEETING**

**CITY COUNCIL CHAMBERS
440 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**MAY 23, 2019
MINUTES**

The regular meeting was called to order by Chair Steve Early at 5:17 p.m. on May 23, 2019.

An audio of this meeting does not exist. Minutes are from recall and notes from the meeting.

1. ROLL CALL

Present: Steve Early, Chair
Mindy Pines, Board Member
McKinley Williams, Board Member

Absent: Kyra Worthy, Board Member

2. AGENDA REVIEW

Agenda items b and c were moved from Consent Agenda to New Business at the request of RPOA President Ben Therriault and agenda item a by Board Member Mindy Pines for further discussion.

- a. **APPROVAL** to create the new classification of Police Records and Property Manager (Police Department)
- b. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)
- c. **APPROVAL** to create the new classification of Communications Dispatcher II (Per Diem) (Police Department)

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

SPEAKERS:

Cordell Hindler: recommended that the minutes be approved as submitted.

- a. Regular Meeting of March 28, 2019

Board Member Pines made a motion to approve the minutes of March 28, 2019. Chair Early seconded the motion. Minutes were approved by the following vote: YEA: S. Early, M. Pines, M. Williams, NAY: None.

5. PUBLIC COMMENT

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<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

SPEAKERS:

Cordell Hindler: recommended that the City of Richmond update the Deputy Director of Housing Authority job description and salary to be more in align with the City of Berkeley which appears to be more current. He also recommended a presentation to the Personnel Board on Government Alliance on Race and Equity (GARE).

Ben Therriault: announced the layoff of the Human Resources Director Lisa Stephenson by the City Manager. Mr. Therriault stated that Lisa Stephenson has a great working relationship with the unions as a labor negotiator. He also noted that the position (HR Director) is a requirement of the City of Richmond Charter. He also expressed his concern about the upcoming items on the agenda (jobs) for which he would speak later in the meeting.

6. **CONSENT AGENDA**

- a. ~~APPROVAL to create the new classification of Police Records and Property Manager (Police Department)~~
- b. ~~APPROVAL to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)~~
- c. ~~APPROVAL to create the new classification of Communications Dispatcher II (Per Diem) (Police Department)~~
- d. **APPROVAL** to create the new classification of Fire Protection Engineer (Fire Department)

Board Member Pines made a motion to approve the establishment of the position of Fire Protection Engineer. Board Member Williams seconded the motion. The position of Fire Protection Engineer was approved by the following vote: YEA: S. Early, M. Pines, M. Williams, NAY: None.

7. **NEW BUSINESS**

SPEAKERS:

- a. **APPROVAL** to create the new classification of Police Records and Property Manager (Police Department)

DISCUSSION:

HR Personnel Analyst Donna Newton introduced the new classification of Police Records and Property Manager. Board Members Pine and Williams inquired on the duties of this position and whether it would be one person taking on the job of two (2) full-time positions. Captain Timothy Simmons and Lieutenant Timothy Gray were available to answer questions. Captain Simmons explained that the Property Division was currently an assignment of a sergeant who along with other duties was responsible for supervising the Property Technicians. This would be a promotion for the current Police Records Supervisor who would continue to be responsible for duties she is currently

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performing such as reporting stats and data to FBI and DOJ but she would be doing so in a management position. Other local cities have this model.

Board Member Williams made a motion to approve the new classification of Police Records and Property Manager. Chair Early seconded the motion. The new classification of Police Records and Property Manager was approved by the following vote: YEA: S. Early, M. Pines, M. Williams. NAY: None.

- a. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)

DISCUSSION:

Ben Therriault: spoke on the lack of transparency in creating/updating these jobs, Communications Dispatcher II, III, and II per diem. Instead of increasing the pay through meet and confer and the normal process – this is a go around by passing the normal procedure and this is not ok.

HR Personnel Analyst Donna Newton introduced the new classification of Communications Dispatcher III and the update of Communications Dispatcher II. Communications Center Manager Michael Schlemmer and Communication Shift Supervisor Diane Hardin explained the training of dispatchers. The state requirements are the same as sworn, 24 hours in a two year period. The training of a new Communications Dispatcher takes six to nine months which is currently being done by Communications Dispatcher II's who have agreed to train. One half of the Communications Dispatcher II's are not able, or do not wish to train. There are currently six vacancies and one new Communications Dispatcher is due to begin soon. Since there is a staff shortage, overtime is mandatory.

Board Member Williams expressed concern with the budget and the lack of knowledge about the financing of positions that they approve.

Communications Center Manager Schlemmer reassured the Personnel Board Members that they had met with SEIU 1021 representative along with HR Personnel Analyst Donna Newton and there were no objections to the creation of Communications Dispatcher III and the revision of Communications Dispatcher II by SEIU 1021.

Board Member Pines made a motion to continue the matter of creating the new classification of Communications Dispatcher III and revising the existing classification of Communications Dispatcher II (Police Department) to the next regular meeting of June 27, 2019. Chair Early seconded the motion. The new classification of Communications Dispatcher III and the revision of the existing classification of Communications Dispatcher II (Police Department) will be continued to the next regular Personnel Board Meeting of June 27, 2019 by the following vote: YEA: S. Early, M. Pines, M. Williams. NAY: None.

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- a. **APPROVAL** to create the new classification of Communications Dispatcher II (Per Diem) (Police Department)

DISCUSSION:

HR Personnel Analyst Donna Newton introduced the new classification of Communications Dispatcher II (per diem). Communications Center Manager Michael Schlemmer and Communication Shift Supervisor Diane Hardin were present to answer any questions.

It was explained that this position is a part-time temporary position where the person cannot work more than 999 hours per fiscal year. If the person goes over the 999 hours, it would necessitate the City and employee paying into California Public Employees' Retirement System (CalPERS). It would be utilized on a as-need basis and within the constraints of the budget.

Ben Therriault: expressed the same concerns for the creation of this item as he did for the creation of the classification of Communications Dispatcher III and revising the existing classification of Communications Dispatcher II.

The Board asked that this also be continued as with the previous items.

Board Member Pines made a motion to continue the matter of creating the new classification of Communications Dispatcher II (per diem) (Police Department) to the next regular meeting of June 27, 2019. Chair Early seconded the motion. The new classification of Communications Dispatcher II (per diem) (Police Department) will be continued to the next regular Personnel Board Meeting of June 27, 2019 by the following vote: YEA: S. Early, M. Pines, M. Williams NAY: None.

8. **UNFINISHED/OLD BUSINESS**

- None

9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**

- None

10. **CONSIDERATION OF PROBLEMS AND REPORTS**

- None

11. **ADJOURNMENT**

Meeting adjourned at 6:14 p.m.

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CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
REGULAR MEETING**

**CITY COUNCIL CHAMBERS
440 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**AUGUST 22, 2019
MINUTES**

The regular meeting was called to order by Chair Steve Early at 5:29 p.m. on August 22, 2019.

1. ROLL CALL

Present: Steve Early, Chair
Mindy Pines, Board Member
Kyra Worthy, Board Member

Absent: McKinley Williams, Board Member

2. AGENDA REVIEW

SPEAKERS:

Ben Therriault: requested that agenda item number 9 (Review and/or issuance of Subpoenas) be moved to the top of the agenda – after Agenda Review.

Board Member Worthy made a motion to approve moving agenda item Review and/or Issuance of Subpoenas to the top of the agenda. Board Member Pines seconded the motion. The agenda change was approved by the following vote: YEA: S. Early, M. Pines, K. Worthy NAY: None.

9. REVIEW AND/OR ISSUANCE OF SUBPOENA(S)

SPEAKERS:

Zachery Lopes: introduced himself as the council for RPOA and requested the review and execution of six (6) subpoenas for a scheduled hearing before the Personnel Board.

The Personnel Board members proceeded to review and Vice Chair Early signed the requested subpoenas.

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

SPEAKERS:

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Cordell Hindler: explained that he meant (during the May 23, 2019 meeting) to request that the Deputy Director of Housing Authority job description be added to the Personnel Board agenda as an approval to update the classification of Deputy Director of Housing Authority. Mr. Hindler also mentioned that his recommendation should read as: "to receive a presentation from City staff on GARE." Mr. Hindler requested that the May 23, 2019 minutes reflect these changes.

a. Regular Meeting of May 23, 2019

Board Member Pines made a motion to approve the minutes as amended by speaker Cordell Hindler. Chair Early seconded the motion. Minutes were approved pending changes by the following vote: YEA: S. Early, M. Pines, K. Worthy, NAY: None.

5. PUBLIC COMMENT

SPEAKERS:

Cordell Hindler: recommended that the Personnel Board consider placing on the agenda the updating of Administrative Manual policies. Job descriptions are more detailed and up-to-date on the City of Berkeley website compared to the City of Richmond which are obsolete. Mr. Hindler would like to see these two items placed on the agenda next month. Mr. Hindler observed that the cancellation of Personnel Board meetings due to lack of quorum is inconvenient to City business because of the postponement of business for another month.

Ben Therriault: president of RPOA spoke on events occurring during the past few months. The City of Richmond budget did not become an issue until May 2019 when it was announced that there was a 7.5 Million dollar budget gap and the City Manager stated his plan to close the gap by laying off staff. Concerns raised by labor leaders was - where was this budget gap during the mid-year budget meeting, why did the City continue to hire throughout a deficit, why was there lack of transparency, why was the labor leaders not made aware of said budget crisis, where was this crisis coming from? A layoff list was developed by the City Manager, of which the City Manager denied existed and was found to be untrue by City Council Member Johnson which leads to a lack of trust and respect.

6. CONSENT AGENDA

a. **APPROVAL** to create the new classification of Communications Dispatcher II - Per Diem (Police Department)

~~b. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)~~

Item 6b. was moved as per the request of Ben Therriault, RPOA president.

Board Member Pines made a motion to approve to establish the position of Communications Dispatcher II – Per Diem. Vice Chair Early seconded the motion. The position of Communications Dispatcher II – Per Diem was approved by the following vote: YEA: S. Early, M. Pines, K. Worthy, NAY: None.

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7. NEW BUSINESS

- a. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)

SPEAKERS:

Ben Therriault: passed out public request act made to the City of Richmond and which have not yet been fulfilled. Mr. Therriault acknowledged the email from SEIU and noted the miscommunication between himself and SEIU – this has since been cleared up. Concerns expressed by Mr. Therriault:

1. What is the pay difference from this change of classification?
2. What is the opinion of City Attorney's Office and/or Human Resources Management Department in respect to the triggering of me too clause(s) within the City?
3. Part of the problem, and possibly unbeknownst to the Personnel Board members, this venue has been used as a gateway to pay increases *sub rosa* and has caused a problem. This will be addressed by the City Council in September.

When there are open negotiations in process, why are these pay increases not being discussed during these negotiations? The Communications Center has trouble retaining staff as it is therefore why are more classifications being added?

DISCUSSION:

HR Personnel Analyst Donna Newton introduced Police Chief Allwyn Brown, Communications Center Manager (Manager) Michael Schlemmer, and Communications Shift Supervisor Michael Lambton to answer any questions or concerns about the new classification of Communications Dispatcher III and the revision of the existing classifications of Communications Dispatcher II.

Chief Brown expressed the importance and necessity of creating this position (Communications Dispatcher III) for the Communications Center. It is general knowledge that the City has not been able to increase salaries due to budgetary concerns. This is also true of the Police Department. It is the goal of the City of Richmond Police Department in retaining and attracting qualified staff. There have been many years of Communications Dispatchers' mandatory overtime which is averaging 40 hours per month. The City of Richmond Communications Center is one of few that handle 911 calls for police, fire, EMS. Dispatching is a difficult job and this would aid as an incentive in hiring and retention.

Manager Schlemmer stated that there are currently six (6) vacancies. There is a need for mandated training by Communications Dispatchers and the addition of this classification would fulfill this need. It is not a requirement of the current Communications Dispatcher

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II position to train new hires. The addition of Communications Dispatcher III would assist in the Center by mandating that training staff as part of the position.

Communications Shift Supervisor Lambton expressed his concern about the number of dispatchers that have left for other agencies that offer a lighter work load with higher pay.

Board Member Pines asked for clarification on whether the addition of this position (Communications Dispatcher III) would alleviate the stress of Communications Dispatchers II.

Manager Schlemmer answered by clarifying that it is not about the stress but about maintaining a standard of training of new hires and mandatory on-going training that this position (Communications Dispatcher III) would fulfill. Currently the shift supervisors are performing the training which leaves them unable to supervise. There is not a sufficient number of Communication Dispatcher II staff and the Communication Dispatcher II position does not require them to train staff. There are currently five Communication Dispatchers out of sixteen that qualify for the Communications Dispatcher III position as currently written.

Board Member Pines asked if the Communications Dispatcher III was modeled after similar positions in other agencies. Board Member Pines also inquired about the Communications Dispatcher II having the choice to turn down the request to train.

Manager Schlemmer answered that it is modeled after other agencies. Manager Schlemmer stated that often a Communications Dispatcher II will turn down the opportunity to train staff. Communications Dispatcher II it is optional to train but the Communications Dispatcher III it would be a requirement.

Board Member Worthy asked for clarification on the standards set for the Communication Dispatcher III that leaves only five out of sixteen qualified for the position. How are standards explained when hiring or during performance evaluations? Board Member Worthy also inquired about the reason this position is being created outside of bargaining conversation knowing the deficit in current staffing levels.

Manager Schlemmer explained that there has been quite a turn over and many don't meet the required seven year tenure mark required by the Communications Dispatcher III. A few don't wish to train and a few with disciplinary issues that disqualify them.

Senior Assistant City Attorney (Sr. Asst. Attorney) Bruce Soublet stated that as per the City of Richmond Civil Service rules, any new position added to the Civil Service is brought to the Personnel Board for approval and not bargained.

Board Member Worthy inquired about the length of time it takes to fulfill public records request and whether those items will come to the Personnel Board.

Sr. Asst. Attorney Soublet clarified that he was not assigned to this particular public

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records request. The public records request time line is that within ten days of the receipt of request an initial response must be sent. This initial response can state that a search for the documents is in process and another 14 days will be needed to complete the search. Therefore it can be 24 days before the documents are due. More time can be negotiated. Public Records Requests are assigned in the City Attorney's Office on a rotational basis.

After looking at the public records request, Sr. Asst. Attorney Soublet noted that the original was sent on August 6 which means that the original response was due by August 16. Unless more time was negotiated, this particular public records request would have been due August 30.

Board Member Worthy made a motion to postpone approval of the new classification of Communications Dispatcher III and revision of the existing classification of Communications Dispatcher II until the documents from the public records request can be reviewed by the Personnel Board. Board Member Pines seconded the motion. The new classification of Communications Dispatcher III and revision of the existing classification of Communications Dispatcher II (Police Department) was not approved pending review of the documents from the public records request. YEA: M. Pines, K. Worthy, NAY: S. Early.

- a. **REPORT** on the processes and procedures for conducting an employee(s) grievance hearing

SPEAKERS:

Cordell Hindler: noted that the Procedures and Protocols state that under New Business the Agenda Report precedes Public Comment. After attending open grievance hearings and reading the Procedures and Protocols, Mr. Hindler has become familiar with the grievance process.

Sr. Asst. Attorney Soublet explains that a grievance may come before the Personnel Board or go to arbitration. Sr. Asst. Attorney Soublet went over the Procedures and Protocols documents attached to the meeting agenda on grievances. Since these are personnel issues, the employee has the choice to have the hearing open to the public or closed. In a closed hearing, only the attorneys, witnesses, Personnel Board and staff would be present during the hearing. This particular grievance will be an open hearing. Evidence is presented. The Chair runs the hearing and a decision will be rendered at the end. The chair can address and direct those testifying to keep their testimony on track with the grievance and avoid trailing off into the inappropriate and/or irrelevant. The decision of the Personnel Board is a recommendation to the City Manager who may or may not take that recommendation. The party who has the burden of proof must convince the Personnel Board through evidence and receive a majority of the vote to prevail. In the case of a tied vote, the party who has the burden of proof will not prevail. There are time limits on the length of the hearing. In response to Board Member Worthy's question, the Personnel Board Members can vote on whether to extend the time of the hearing or continue for another day. Answering a question by Board Member Pines, the questioning

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during testimony must remain within the evidence documents and formal testimony.

8. **UNFINISHED/OLD BUSINESS**

- None

9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)** – Moved to the beginning of the meeting during Agenda Review.

10. **CONSIDERATION OF PROBLEMS AND REPORTS**

- None

11. **ADJOURNMENT**

Meeting adjourned at 6:12 p.m.



STAFF REPORT

PERSONNEL BOARD OR DEPARTMENT

DATE: September 26, 2019

TO: Chair Early and members of the Personnel Board

FROM: Lisa Stephenson, Human Resources Management Director

SUBJECT: APPROVAL TO CREATE THE NEW CLASSIFICATION OF COMMUNICATIONS DISPATCHER III AND REVISE THE EXISTING CLASSIFICATION OF COMMUNICATIONS DISPATCHER II (POLICE DEPARTMENT)

BACKGROUND

The Police Department's Communications Center is responsible for responding to emergency and non-emergency calls for the cities of Richmond and El Cerrito, and 9-1-1 calls from cellular telephone users. Police Chief, Allwyn Brown, has requested the creation of the new classification, Communications Dispatcher III, to add to the Communications Dispatcher series. This new classification will be assigned to the Service Employees International Union (SEIU) Local 1021 bargaining unit. On May 21, 2019 staff from the Human Resources and Police departments met with representatives from SEIU. The attached email confirms SEIU's support for the creation of this new classification. The creation of this new classification will also require a revision to the existing Communications Dispatcher II classification.

RECOMMENDATION

APPROVE the creation of the Communications Dispatcher III classification.

ANALYSIS

The Police Department's Communications Center currently has two (2) classifications in the Communication Dispatcher series, the Communication Dispatcher I and the Communications Dispatcher II. These positions are flexibly-staffed, therefore, incumbents in the Communications Dispatcher I classification are eligible to be promoted to the higher classification based on their job performance, rather than participating in an announced examination process.

The Communications Dispatcher I is the entry-level classification within the series. At

Personnel Board

Staff Report

this level, incumbents are not required to have related experience, and they work under close supervision while receiving on-the-job training.

After incumbents have completed their initial training during their eighteen month probationary period, and they have acquired the skills to work at the Communications Dispatcher II level, they become eligible for a promotion without participating in an examination process.

The Communications Dispatcher II is the journey-level classification within the series. Incumbents are fully-trained dispatchers who perform their duties under general supervision, and are capable of using independent judgment in handling complex situations. Incumbents are also required to provide training and, when necessary, act as the Communications Shift Supervisor. It has been determined that requiring all Communications Dispatcher II's to provide training and to act as Communications Shift Supervisors is not the best use of limited resources. These particular duties also require skills and abilities that all Communications Dispatcher II's may not fully possess.

The proposed Communications Dispatcher III classification will be the advanced journey-level classification within the series. Incumbents will be responsible for dispatching police, fire, and medical units, and performing duties that will no longer be primarily performed by Communications Dispatcher II's. These duties include providing training to new dispatchers and temporarily replacing permanent Communications Shift Supervisors who are absent from work due to vacation, sick leave, administrative leave or other compensatory time off.

If the proposed Communications Dispatcher III classification is approved, it will be necessary to revise the existing Communications Dispatcher II classification. The revisions will consist of adding an explanation of the distinctions between the Communications Dispatcher II classification and the new Communications Dispatcher III classification, and removing duties that Communications Dispatcher II's will no longer be required to perform, such as training staff and acting as a Communications Shift Supervisor.

ANALYST: Donna Newton, Human Resources Personnel Officer

Attachments: Email from Millie Cleveland, SEIU Local 1021 Field Representative
Proposed Communications Dispatcher III Class Specification
Proposed Revised Communications Dispatcher II Class Specification
Proposed Revised Communications Dispatcher II Class Specification
(with tracked changes)
Original Communications Dispatcher II Class Specification

Donna Newton

To: Michael Schlemmer
Subject: RE: Richmond Personnel Board

Donna F. Newton
Human Resources Personnel Officer
Human Resources |450 Civic Center Plaza, Suite. 310| Richmond, CA 94804
Tel. (510) 621-1218 | Fax (510) 620-6560 | donna_newton@ci.richmond.ca.us

From: Michael Schlemmer
Sent: Wednesday, July 03, 2019 2:06 PM
To: Donna Newton
Subject: FW: Richmond Personnel Board

Per our conversation

Michael Schlemmer

Communication's Center Manager

Richmond Police Department

1701 Regatta Blvd Richmond, CA 94804

510.620.6660

Mon-Thurs 6:00am-4:00pm

From: Millie Cleveland [millie.cleveland@seiu1021.org]
Sent: Friday, May 24, 2019 3:01 PM
To: Bruce Soublet
Cc: Lisa Stephenson; Michael Schlemmer
Subject: Richmond Personnel Board

Dear Bruce

This email is to clarify SEIU Local 1021's support for the creation of both the Dispatcher Per Diem and Dispatcher III positions. The Union did meet with both the Communication Center Manager and the Human Resource Director to discuss any potential impacts on the SEIU members. Additionally, as the Union Representative I met with communication workers who also supported the creation for the proposed classifications. Hopefully, this email can correct the position that was expressed by the representative of RPOA who unfortunately was not aware of the meetings that had occurred. I am asking that this email be

shared with the members of the Personnel Board. Thank you for your attention to this matter. Please feel free to contact me directly if you need additional information.

SEIU Local 1021 Union Field Representative
Office (510) 350-4539
Cell (510) 710-0201

PROPOSED
COMMUNICATIONS DISPATCHER III

DEFINITION

Under general supervision, the Communications Dispatcher III receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; functions as a lead worker; provides training; and performs other related work as required.

CLASS CHARACTERISTICS

The Communications Dispatcher III is the advanced journey level position in the Communications Dispatcher class series. Incumbents perform the full range of telecommunications and dispatching duties in addition to providing lead direction and training to Communication Center staff. The Communications Dispatcher III is distinguished from the Communications Dispatcher II in that the former functions as a lead worker; provides training to other dispatchers; is required to exercise greater latitude in the use of their judgement; is able to work with limited supervision, and acts as a Communications Shift Supervisor. Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

EXAMPLES OF DUTIES – (Illustrative Only)

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public; evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
2. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
3. Provides emergency medical dispatching, which includes pre-arrival instructions; provides callers with established instructions for emergency medical situations.
4. Monitors all radio transmissions from law enforcement and fire field units in order to insure unit's safety; anticipates unit's need for assistance, responds rapidly to emergency radio traffic, and determines changes in field conditions.

5. Serves as a trainer and provides on-the-job training, instruction, and technical assistance to Communication Center staff in the use of all communications equipment, radios, Computer Aided Dispatch systems, and department policies and procedures.
6. Assists dispatchers with work to ensure completeness, accuracy, and conformance to appropriate standards; may assume control of dispatches or complaints in unusual or emergency situations.
7. Handles more complex situations that require more experience and a higher level of knowledge and skills.
8. In the absence of a Communications Shift Supervisor, acts as Communications Shift Supervisor; on a temporary basis, performs supervisory duties on a temporary basis.
9. Prepares records and logs.
10. Monitors the use of Communications Center equipment and reports the need for repairs
11. Contacts other agencies to coordinate public safety and mutual aid operations.
12. Performs other duties as required.

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

MINIMUM QUALIFICATIONS

Experience/Training

Five (5) years of experience performing the duties of a City of Richmond Communications Dispatcher II. Performance must continuously satisfy department standards.

Certification

Current and compliant POST certificate
Current Emergency Medical Dispatch certification
Current, CLETS certificate in good standing
Current CPR certification

General Knowledge of: Main streets, major buildings, and geographical areas of the cities of Richmond and El Cerrito; principles and processes for providing customer service; communication devices and equipment used by the City of Richmond, dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency; and practices of supervision and basic training methods.

Ability to: accurately dispatch public safety units in a coordinated manner; obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and the materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; provide training and supervision to assigned staff; prepare records and reports; maintain files; solve problems; and follow written and oral directions; type 30 net words per minute; establish and maintain effective relationships with those contacted in the course of work.

OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

PROPOSED
COMMUNICATIONS DISPATCHER II

DEFINITION

Under general supervision, the Communications Dispatcher II receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; and performs other related work as required.

CLASS CHARACTERISTICS

The Communications Dispatcher II functions at the journey-level in the Communications Dispatcher series. The incumbents have prior dispatcher experience and have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations, and are capable of handling emergency situations requiring independent judgment as to the correct course of action where unprecedented situations may arise. Positions in this class differ from those in the Communications Dispatcher I class in that the latter is a trainee position and the former is a fully qualified dispatcher who has demonstrated the ability to perform the duties of a dispatcher, under general supervision. The Communications Dispatcher II is further distinguished from the Communications Dispatcher III, in that the latter functions as a lead worker; provides training to Communications Center staff; and may act as the Communications Shift Supervisor. Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

EXAMPLES OF DUTIES - (Illustrative Only)

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.
2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
4. Provides responding units with pertinent information such as suspect information; warrant, probation and parole information; vehicle registration

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- status; license status; premise and subject history; and location of Knox boxes and hideaway keys.
5. Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
 6. Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
 7. Provides callers with established instructions for emergency medical situations.
 8. Handles more complex situations that demand a higher level of knowledge and skills.
 9. Prepares records and logs.
 10. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
 11. Contacts other agencies to coordinate public safety and mutual aid operations.

MINIMUM QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

General Knowledge of :Main streets, major buildings, and geographical areas of the cities of Richmond, San Pablo (including Contra Costa College), El Cerrito and Kensington; principles and processes for providing customer service; and knowledge of communication devices and equipment.

Ability to: Accurately dispatch public safety equipment in a coordinated manner; verbally communicate, obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and other materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; prepare records and reports and

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maintain files; work independently; solve problems; and follow written and oral directions.

EDUCATION/EXPERIENCE

Eighteen months (18) of full-time experience performing public safety dispatch duties, and the ability to type a minimum of 30 words per minute.

LICENSE/CERTIFICATION

Successful completion of a POST certified 120-hour Basic Complaint/Dispatcher course and/or possession of a certificate for the POST Equivalency Examination.

OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

PROPOSED

COMMUNICATIONS DISPATCHER II

DEFINITION

Under general supervision, the Communications Dispatcher II receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; ~~functions as a lead worker; provides training;~~ and performs other related work as required.

CLASS CHARACTERISTICS

The Communications Dispatcher II functions at the ~~journey-level in the Communications Dispatcher series. -of a fully qualified dispatcher of emergency public safety personnel and equipment.-~~ The incumbents ~~have prior dispatcher experience and have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations-, and~~ incumbents are capable of ~~handling~~ emergency situations requiring more independent judgment as to the correct course of action where unprecedented situations may arise. Positions in ~~Communications Dispatcher III~~ this class differ from those in the Communications Dispatcher I class in that the ~~latter is a trainee position and the former functions~~ is a fully qualified dispatcher who has demonstrated the ability to perform the duties of a dispatcher, under general supervision. The Communications Dispatcher III is further distinguished from the Communications Dispatcher II, in that the former functions as a lead worker; provides training to Communications Center staff; and may act as the Communications Shift Supervisor. ~~lead worker; provides training to Communications Dispatcher I's; handles more complex situations which demand higher level of knowledge and skills; and may be required to act (in accordance with the Personnel Rules) as a Communications Shift Supervisor.~~ Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

EXAMPLES OF DUTIES - (Illustrative Only)

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.

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2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
- ~~3.~~
- 4.3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
- 5.4. Provides responding units with pertinent information such as suspect information; warrant, probation and parole information; vehicle registration status; license status; premise and subject history; and location of Knox boxes and hideaway keys.
5. ~~5.~~—Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
6. ~~6.~~—Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. ~~7.~~—Provides callers with established instructions for emergency medical situations.
- ~~8. Provides training to Communications Dispatcher I's and Call Takers; reviews work for accuracy and compliance with standards.~~
8. ~~9.~~—Handles more complex situations that demand a higher level of knowledge and skills.
- ~~10. In the absence of a Communications Shift Supervisor, may be required to perform some of the duties of a Communications Shift Supervisor; may be required to act (in accordance with the Personnel Rules) as Communications Shift Supervisor.~~
9. ~~11.~~—Prepares records and logs.
- 4.10. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
11. Contacts other agencies to coordinate public safety and mutual aide operations.

MINIMUM QUALIFICATIONS

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NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

General Knowledge of :Main streets, major buildings, and geographical areas of the cities of Richmond and ~~San Pablo (including Contra Costa College), El Cerrito; and Kensington~~; principles and processes for providing customer service; and ~~knowledge of~~ communication devices and equipment.

Ability to: Accurately dispatch public safety equipment in a coordinated manner; verbally communicate, obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and other materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; prepare records and reports and maintain files; work independently; solve problems; and follow written and oral directions.

Education/Experience

Eighteen months (18) of full-time experience performing public safety dispatch duties, and the ability to type a minimum of 30 words per minute.

LICENSE/CERTIFICATION

Successful completion of a POST certified 120 ~~80~~-hour Basic Complaint/Dispatcher course. ~~and/or possession of a certificate for the POST Equivalency Examination.~~

OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

ORIGINAL

COMMUNICATIONS DISPATCHER II

DEFINITION

Under general supervision, the Communications Dispatcher II receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; functions as a lead worker; provides training; and performs other related work as required.

CLASS CHARACTERISTICS

The Communications Dispatcher II functions at the level of a fully qualified dispatcher of emergency public safety personnel and equipment. The incumbents have prior dispatcher experience and have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations. Incumbents handle emergency situations requiring independent judgment as to the correct course of action where unprecedented situations may arise. Positions in this class differ from those in the Communications Dispatcher I class in that the former functions as a lead worker; provides training to Communications Dispatcher I's; handles more complex situations which demand higher level of knowledge and skills; and may be required to act (in accordance with the Personnel Rules) as a Communications Shift Supervisor. Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

EXAMPLES OF DUTIES

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.
2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.

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4. Provides responding units with pertinent information such as suspect information; warrant, probation and parole information; vehicle registration status; license status; premise and subject history; and location of Knox boxes and hideaway keys.
5. Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
6. Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. Provides callers with established instructions for emergency medical situations.
8. Provides training to Communications Dispatcher I's and Call Takers; reviews work for accuracy and compliance with standards.
9. Handles more complex situations that demand a higher level of knowledge and skills.
10. In the absence of a Communications Shift Supervisor, may be required to perform some of the duties of a Communications Shift Supervisor; may be required to act (in accordance with the Personnel Rules) as Communications Shift Supervisor.
11. Prepares records and logs.
12. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
13. Contacts other agencies to coordinate public safety and mutual aid operations.

MINIMUM QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

General Knowledge of: main streets, major buildings, and geographical areas of the cities of Richmond, San Pablo (including Contra Costa College), El Cerrito and Kensington; principles and processes for providing customer service; knowledge of communication devices and equipment.

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Ability to: accurately dispatch public safety equipment in a coordinated manner; verbally communicate, obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and other materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; prepare records and reports and maintain files; work independently; solve problems; and follow written and oral directions.

EDUCATION/EXPERIENCE

Eighteen months (18) of full-time experience performing public safety dispatch duties, and the ability to type a minimum of 30 words per minute, and qualifications listed below.

LICENSE/CERTIFICATION

Successful completion of a POST certified 80-hour Basic Complaint/Dispatcher course and/or possession of a certificate for the POST Equivalency Examination.

OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.