

# PERSONNEL BOARD

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



**SPECIAL MEETING**  
**Thursday, July 27, 2023**

**6:15 p.m.**

**@ 450 Civic Center Plaza – Richmond Room**  
**PLEASE NOTE HYBRID MEETING FORMAT**



## AGENDA

### Personnel Board Members

Chair: Larry Wirsig

Vice Chair: Vernetta Buckner

Phillip Front

Kyra Worthy

1. **ROLL CALL**
2. **AGENDA REVIEW**
3. **STATEMENT OF CONFLICT OF INTEREST**
4. **APPROVAL OF MINUTES**
  - a. Special Meeting of July 20, 2023
5. **PUBLIC COMMENT**
6. **CONSENT AGENDA**
7. **NEW BUSINESS**
  - a. **APPROVE** the new and revised job descriptions per the Segal classification and compensation study adopted by the City Council
8. **UNFINISHED/OLD BUSINESS**
9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**
10. **CONSIDERATION OF PROBLEMS AND REPORTS**
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.**

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<https://us06web.zoom.us/j/85011892620?pwd=MkV5eDEzRTlOcFdJNFJxOGtaTnZ0Zz09>

**Webinar ID: 850 1189 2620    Passcode: ezyKB0**

**Public comments may be submitted:** In Person: Anyone who desires to address the Personnel Board on items appearing on the agenda, including PUBLIC COMMENT, must complete and file a yellow speaker's card with Human Resources prior to the Personnel Board's consideration of the item. Once the Humna Resources has announced the item, no person shall be permitted to speak on the item other than those persons who have submitted their names to Human Resources. Each speaker will be allowed up to TWO (2) MINUTES to address the Personnel Board.

Via email to [personnel\\_board@ci.richmond.ca.us](mailto:personnel_board@ci.richmond.ca.us). Email must contain in the subject line **Public Comment**. The email must be submitted on or before Thursday, July 27, 2023, by 12:00 Noon.

**Public comment for an agenda item may be submitted by:** sending an email to [:personnel\\_board@ci.richmond.ca.us](mailto:personnel_board@ci.richmond.ca.us) by 12:00 Noon on Thursday, July 27, 2023. The email must contain in the subject line **Public Comment on Agenda item #**. The request must include the following:

- (a) Your Name
- (b) Your Phone Number
- (c) The Item for which you wish to make a Public Comment

Public comment is limited to two (2) minutes.

The City cannot guarantee that its network and/or the site will be uninterrupted.

**Record of all public comments:** All public comments will be considered a public record, put into the official meeting record, and considered before Personnel Board action. All public comments will be available after the meeting as supplemental materials and will be posted as an attachment to the meeting minutes when the minutes are posted.

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**CITY OF RICHMOND, CA**  
**HUMAN RESOURCES MANAGEMENT DEPARTMENT**

**PERSONNEL BOARD  
SPECIAL MEETING**

**RICHMOND ROOM  
450 CIVIC CENTER PLAZA  
RICHMOND, CA 94804**

**July 20, 2023  
MINUTES**

The special meeting was called to order by Rozma Paiz at 6:15 p.m. on July 20, 2023.

**1. ROLL CALL**

Present: Larry Wirsig, Chair  
Vernetta Buckner, Vice Chair  
Phillip Front, Board Member

Absent: Kyra Worthy, Board Member

**2. AGENDA REVIEW**

- None

**3. STATEMENT OF CONFLICT OF INTEREST**

- None

**4. APPROVAL OF MINUTES**

- a. Special Meeting of July 13, 2023

**SPEAKERS:**

None

Board Member Front made a motion to approve the minutes of July 13, 2023. Vice Chair Buckner seconded the motion. Minutes were approved by the following vote:  
YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: K. Worthy.

**5. PUBLIC COMMENT**

**SPEAKERS:**

Cordell Hindler: Email received and read.

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

## 6. CONSENT AGENDA

- None

## 7. NEW BUSINESS

- a. Approve the revised job descriptions per the Segal classification and compensation study adopted by the city council.

### SPEAKERS:

- Cordell Hindler: Stated he reviewed the classification and has no objections and asked the board to consider the classification presented by staff so that it can be put on the City Council agenda.

Interim Human Resources Director Sharrone Taylor presented the fifth batch of job descriptions per the Segal classification and compensation study. Some of the job descriptions are with the unions and are still in the meet and confer process.

Vice Chair Buckner requested a timeframe for the latter part of the job descriptions and the percentage of total job descriptions presented so far.

Ms. Taylor informed the board that the tentative timeline is to have one more batch presented in July and since the board will be going on recess in August have a special meeting in September. The goal is to have all the job descriptions done and taken to City Council on one of the two meetings in September. There have been about 70% of total job descriptions presented to the board.

Chair Wirsig inquired about Equipment Mechanic, Senior and Mechanic II exposures listed. Specifically, if the exposures checked off– “Individuals who are hostile or irate” and “Individuals with known violent backgrounds” are a typo.

Interim Human Resources Director, Sharrone Taylor, informed the board this would have to be researched.

President of SEIU Local 1021, Gregory Everetts, provided insight into why this might be in the job description. There are times when equipment breaks down in the field, and Equipment Mechanics need to leave base to work on the equipment where they might encounter the public that might be irate while they are out there working. Mr. Everetts doesn't believe it's a typo.

There will be a note to verify the accuracy of Equipment Mechanic, Senior and Equipment Mechanic II and corrected if needed.

Chair Wirsig expressed acceptance of the education and experience listed for Senior Accountant.

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

**SPEAKER:**

- Cordell Hindler: Reiterated his comments from one of the previous meetings and suggested reaching out to Haas School of Business for candidates for finance positions.

On the Senior Accountant job description, Vice Chair Buckner, would like added verbiage to pertain to knowledge and proficiency of operating systems in Finance.

Ms. Taylor confirmed that this is a change that will be looked at and changed administratively.

Chair Wirsig made a motion to approve the revised job descriptions per the Segal classification and compensation study adopted by the city council with the administrative amendments to the Senior Accountant and Equipment Mechanic job series. Vice Chair Buckner seconded the motion. The revised job descriptions per the Segal classification and compensation study with administrative amendments to the Senior Accountant and Equipment Mechanic job series were approved by the following vote:

YEA: V. Buckner, P. Front, L. Wirsig. NAY: None. ABSENT: K. Worthy.

**6. UNFINISHED BUSINESS**

- None

**7. REVIEW OF SUBPOENA(S)**

- None

**8. CONSIDERATION OF PROBLEMS AND REPORTS**

- None

**9. ADJOURNMENT OF SPECIAL MEETING**

**SPEAKERS:**

- Sheila Williams: Sheila Williams has been an employee with the City of Richmond for 13 years and is currently a Payroll Coordinator. Ms. Williams expressed concern about the Payroll Manager job requiring a degree. She spoke of a study by Intelligent.com where more companies are getting rid of degrees as a requirement for positions. All the knowledge Ms. Williams gained is from working in the payroll department, co-workers and training provided by the department.

Interim Director of Human Resources, Sharrone Taylor clarified the Payroll Manager job description isn't in the batch presented.

Vice Chair Buckner thanked Ms. Williams for bringing the information to the Board. She stated they did not want to discourage those from achieving a higher education.

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They also did not want it to seem as if people are omitted based on a degree.

Counsel Pam Lee advised if there's any additional questions that the board has, then we can add the item to the agenda for another meeting.

Board Member Front questioned if the Payroll Manager would be brought again for approval.

Ms. Taylor added that they will re-present the job description with that language that gives more flexibility.

Additional background information was provided by SEIU 1021 President Gregory Everetts. He stated the Payroll Manager is not a 1021 position but at one point a 1021 member was acting in the position for a few years and believes the previous Finance Director decided not to promote because of the education. Mr. Everetts believes there should be some language that doesn't exclude those who do not have a degree.

Interim Director of Human Resources stated the Payroll Manager job description will be revisited at another meeting.

Meeting adjourned at 6:40 p.m.

## Rozma Paiz

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**From:** Cordell Hindler  
**Sent:** Wednesday, July 19, 2023 4:59 PM  
**To:** Personnel Board  
**Subject:** Public Comments

This email originated from outside of the City's email system. Do not open links or attachments from untrusted sources.

Hello Chair Wirsig, Board Members and Staff,

I AM Submitting the Following Items To Consider for the October 26th Agenda:

1. Approve The Revision/Retitle Of Community & Economic Development to Economic Development Specialist I/II
2. Approve Revision to Job Description For Community & Economic Development Finance Manager

The Reason For Bringing These Items Forward Is That According To The City of Walnut Creek, Both Classifications Report to the Community & Economic Development Director

Sincerely  
Cordell



# STAFF REPORT

## **PERSONNEL BOARD**

**DATE:** July 27, 2023

**TO:** Chair Wirsig and Members of the Personnel Board

**FROM:** Sharrone Taylor, Interim Human Resources Director

**SUBJECT:** APPROVE THE NEW AND REVISED JOB DESCRIPTIONS PER THE SEGAL CLASSIFICATION AND COMPENSATION STUDY ADOPTED BY THE CITY COUNCIL

### **BACKGROUND:**

This is a continuation of the implementation of the Class & Compensation study introduced at the June 15, 2023, meeting.

### **RECOMMENDATION:**

APPROVE the new and revised job descriptions that comprise Attachment A (SEIU Local 1021) and Attachment B (Local 21 Mid-Management) and the retitling of positions as listed in this staff report.

### **ANALYSIS:**

The process that City staff and the unions have been undertaking regarding the implementation of the Class & Compensation study, and the review and agreement upon job descriptions was described in detail in the June 15, 2023, staff report on the matter, when we brought the first batch of job descriptions to the Personnel Board.

Tonight, HR staff is submitting the 6<sup>th</sup> batch of job description changes for your approval. The job descriptions are as follows (retitles and new titles notated):

SEIU Local 1021 General Employees:

- Communications Dispatcher I
- Communications Dispatcher II
- Communications Dispatcher III
- Executive Assistant I (retitled from Executive Secretary I)

## Personnel Board Staff Report

- Executive Assistant II (retitled from Executive Secretary II)
- Office Assistant (retitled from Office Assistant II)

Local 21 Mid-Management Bargaining Unit:

- Payroll Manager

HR staff is continuing to negotiate the remaining job descriptions with the SEIU Local 1021 and IFPTE Local 21 Unions. This process is expected to extend for several weeks as bargaining units review the job descriptions and the Human Resources staff finalize them to bring them forth for approval by the Personnel Board.

Once the Personnel Board approves the job descriptions, HR staff will take the finalized salary schedule to the City Council for their approval, and Human Resources staff will implement the classification and compensation study.

The HR Department recommends approval of the revised and updated job descriptions and retitled classifications.

**ANALYSTS:** Sharrone Taylor, Interim Human Resources Director  
Catherine Selkirk, Human Resources Manager  
Jessica Somera, Senior Personnel Analyst  
Kristi Florence, Personnel Analyst  
Nicole Williams, Personnel Analyst

**Attachments:**

Attachment A: SEIU Local 1021 Job Descriptions

Attachment B: Local 21 Mid-Management Job Descriptions

**SEIU Local 1021**

**General**

**Employees**

**Bargaining Unit**



## Classification Specification

<b>Classification Title</b>	Communications Dispatcher I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### GENERAL SUMMARY

Under supervision of a shift supervisor, the Communications Dispatcher I receives emergency and non-emergency calls from the public, including calls from 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.

### DISTINGUISHING CHARACTERISTICS

This class is the entry level classification in the Communications Dispatcher series and is flexibly staffed with Communications Dispatcher II and III. The Communications Dispatcher I initially receives on-the-job training in the techniques and methods of radio dispatching involving public safety operations. Incumbents are taught to handle emergency situations requiring independent judgments as to the correct course of action where unprecedented situations may arise. As incumbents become more confident and skillful, they are expected to work with increasing independent judgment. The Communications Dispatcher I is distinguished from the Communications Dispatcher II in that the former is an entry-level classification, requires no prior related experience, works under relatively close supervision and does not perform duties which require the oversight of other staff.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Receives calls from citizens and other agencies requesting emergency and non-emergency services.
- Evaluates information to determine jurisdiction, priority, staff availability, equipment needed, and transfers calls for service outside of jurisdiction.
- Processes calls for ambulance services using Emergency Medical Dispatch (EMD) protocol to provide first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) support, and other pre-arrival instructions.

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- 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.
- Provides responding units with pertinent information such as suspect information, warrant, probation and parole information, vehicle registration status, license status, premise, and subject history.
- Operates a variety of communication equipment, including radio transmitters and receivers, computerized communication terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
- Provides callers with established instructions for emergency medical situations.
- Prepares complete and accurate records and logs.
- Required to work various shifts associated with a 24-hour, 365-day operation and wear a uniform.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Job has no responsibility for the direction or supervision of others.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships, as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Interactions may result in decisions regarding implementation of policies. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
- The impact the job has on the City of Richmond is significant in terms of time, money, or public/employee relations.

### **FISCAL RESPONSIBILITY**

*This section describes the accountability and participation, if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has no fiscal responsibility.

### **MINIMUM QUALIFICATIONS**

#### **Required Education and Experience**

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- High School diploma or GED equivalent
- Experience in customer service. Experience in a law enforcement and/or emergency services setting is desirable
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities

### Required Licenses or Certifications

- Required to satisfactorily complete the California POST-certified 120-hour Public Safety Dispatchers' Basic Course within one (1) year of appointment. This is a condition of continued employment, and failure to do so will result in termination.
- California Law Enforcement Telecommunications System (CLETS) certification is required within one (1) year of appointment and is an ongoing requirement
- Emergency Medical Dispatch (EMD) certification is an ongoing requirement
- Cardiopulmonary resuscitation (CPR) certification is an ongoing requirement

### Additional Requirements

- Must pass a polygraph and an extensive background examination. As a condition of employment, psychological, medical, and drug testing are also required

## REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

### Knowledge of:

- Modern office practices and equipment, including applicable software
- City streets, businesses, and community facilities for the cities served and the surrounding area
- Communications devices and equipment

### Skill in:

- Organization and time management
- Reacting quickly, accurately, and calmly in handling emergency calls

### Ability to:

- Type at least 30 net words per minute
- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships
- Analyze and retain information gathered from citizens and other agencies
- Accurately dispatch public safety units in a coordinated manner
- Interpret written instructions, policies, and rules

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Follow written and oral directions
- Learn to operate computerized data communications terminals

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate			X
Individuals with known violent backgrounds		X	
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances, or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

### WORKING CONDITIONS & PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- This position is in an office environment and is relatively free from unpleasant environmental conditions or hazards.
- Must have vision sufficient to read printed materials, hearing and speech sufficient to exchange information over the telephone, and manual dexterity for extensive use of computer terminal and a keyboard to input data.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

**Date approved by the Personnel Board:**

**Date(s) Revised:**

DRAFT

## **COMMUNICATIONS DISPATCHER I**

### **DEFINITION**

Under supervision of a shift supervisor, the Communications Dispatcher I receives emergency and non-emergency calls from the public, including calls from 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 I initially receives on-the-job training in the techniques and methods of radio dispatching involving public safety operations. Incumbents are taught to handle emergency situations requiring independent judgments as to course of action where unprecedented situations may arise. As incumbents become more confident and skillful, they are expected to work with increasing independent judgment. The Communications Dispatcher I is distinguished from the Communications Dispatcher II in that the former is an entry-level classification, requires no prior related experience, works under relatively close supervision and does not perform duties which require the oversight of other staff. 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. Receive 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

**CITY OF RICHMOND, CA  
COMMUNICATIONS DISPATCHER I  
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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 communication 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. Prepares records and logs.
  9. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
  10. 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.

Some Knowledge of: main streets and geographical areas of the Cities of Richmond, El Cerrito, San Pablo (including Contra Costa College) and Kensington.

Ability to: accurately dispatch public safety units in a coordinated manner; verbally communicate, obtain, retain and analyze information from distraught or incoherent callers regarding their needs; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; interpret written instructions, policies, rules and the materials used in performing dispatching duties; react quickly, accurately, and calmly in handling emergency calls for assistance; relay messages exactly as received; prepare records and reports and maintain files; type a minimum of 30 words per minute; follow written and oral directions; learn to operate computerized data communications terminals.

**LICENSE/CERTIFICATION**

Incumbents in this classification are required to satisfactorily complete a POST certified 80-hour Basic Complaint/Dispatcher course within one year of appointment. This is a condition of continued employment and failure to do so will result in termination.

**OTHER REQUIREMENTS**

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



## Classification Specification

<b>Classification Title</b>	Communications Dispatcher II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### GENERAL SUMMARY

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.

### DISTINGUISHING CHARACTERISTICS

This class is the journey level classification in the Communications Dispatcher series and is flexibly staffed with Communications Dispatcher I and III. 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.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Receives calls from citizens and other agencies requesting emergency and non-emergency services.
- Evaluates information to determine jurisdiction, priority, staff availability, and equipment needed, and transfers calls for service outside of jurisdiction.
- Processes calls for ambulance services using Emergency Medical Dispatch (EMD) protocol to provide first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) support, and other pre-arrival instructions.

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- 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.
- Provides responding units with pertinent information such as suspect information, warrant, probation and parole information, vehicle registration status, license status, premise, and subject history.
- Operates a variety of communication equipment, including radio transmitters and receivers, computerized communication terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
- Provides callers with established instructions for emergency medical situations.
- Prepares complete and accurate records and logs.
- Provides training to Communications Dispatcher I's and Communications Call Takers. Reviews work for accuracy and compliance with standards.
- Required to work various shifts associated with a 24-hour, 365-day operation and required to wear a uniform.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships, as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Interactions may result in decisions regarding implementation of policies. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
- The impact the job has on the City of Richmond is significant in terms of time, money, or public/employee relations.

### **FISCAL RESPONSIBILITY**

*This section describes the accountability and participation, if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has no fiscal responsibility.

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### MINIMUM QUALIFICATIONS

#### Required Education and Experience

- High School diploma or GED equivalent
- Eighteen (18) months of full-time experience performing public safety dispatch duties, the ability to type a minimum of 30 words per minute, and the qualifications listed below
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities

#### Required Licenses or Certifications

- California POST-certified 120-hour Public Safety Dispatchers' Basic Course
- Emergency Medical Dispatch (EMD) certification is an ongoing requirement
- Cardiopulmonary resuscitation (CPR) certification is an ongoing requirement
- California Law Enforcement Telecommunications System (CLETS) certification is an ongoing requirement

#### Additional Requirements

- Must pass a polygraph and an extensive background examination. As a condition of employment, psychological, medical, and drug testing are also required

### REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

#### Knowledge of:

- Modern office practices and equipment, including applicable software
- City streets, businesses, and community facilities
- Communication devices and equipment

#### Skill in:

- Organization and time management
- Reacting quickly, accurately, and calmly in handling emergency calls
- Leadership

#### Ability to:

- Type a minimum of 30 words per minute
- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships
- Analyze and retain information gathered from citizens and other agencies

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Accurately dispatch public safety units in a coordinated manner
- Interpret written instructions, policies, and rules
- Follow written and oral directions
- Operate computerized data communications terminals

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate			X
Individuals with known violent backgrounds		X	
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances, or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

### WORKING CONDITIONS & PHYSICAL DEMANDS

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position is in an office environment and is relatively free from unpleasant environmental conditions or hazards.
- Must have vision sufficient to read printed materials, hearing and speech sufficient to exchange information over the telephone, and manual dexterity for extensive use of computer terminal and a keyboard to input data.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

**Date approved by the Personnel Board:**

**Date(s) Revised:**

## **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.

**CITY OF RICHMOND  
COMMUNICATIONS DISPATCHER II  
PAGE 2**

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.

**CITY OF RICHMOND  
COMMUNICATIONS DISPATCHER II  
PAGE 3**

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.



## Classification Specification

<b>Classification Title</b>	Communications Dispatcher III
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### GENERAL SUMMARY

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.

### DISTINGUISHING CHARACTERISTICS

This class is the advanced journey-level classification in the Communications Dispatcher series and is flexibly staffed with Communications Dispatcher I and II. 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 judgment; is able to work with limited supervision, and acts as a Communications Shift Supervisor.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Receives emergency and non-emergency calls, complaints, and inquiries from the public. Evaluates information to determine jurisdiction, priority, staff availability, and equipment needed.
- 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.
- Provides emergency medical dispatching, including pre-arrival instructions. Provides callers with established instructions for medical situations.
- Monitors radio transmissions from other law enforcement and fire fields to ensure unit's safety. Anticipates need for assistance, responds rapidly to emergency radio traffic, and determines changes in field conditions.

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher III
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Serves as a trainer, and provides instruction and technical assistance to staff.
- Assists dispatchers with work to ensure completeness, accuracy, and conformance to appropriate standards.
- Prepares records and logs.
- Monitors the use of Communications Center equipment and reports the need for repairs.
- Contacts other agencies to coordinate public safety and mutual aid operations.
- Required to work various shifts associated with a 24-hour, 365-day operation and required to wear a uniform.
- In the absence of a Communications Shift Supervisor, may be required to perform some of the duties of a Communications Shift Supervisor.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Work requires providing guidance and the potential to oversee another employee. This position may oversee work quality, training, instruction, and work assignments.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Interactions may result in decisions regarding implementation of policies. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
- The impact the job has on the City of Richmond is significant in terms of time, money, or public/employee relations.

### **FISCAL RESPONSIBILITY**

*This section describes the accountability and participation, if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has no fiscal responsibility.

### **MINIMUM QUALIFICATIONS**

#### **Required Education and Experience**

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher III
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- High School diploma or GED equivalent
- Five (5) to seven (7) years of experience performing the duties of a Communications Dispatcher II. Performance must continuously satisfy department standards.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities

### Required Licenses or Certifications

- California POST-certified 120-hour Public Safety Dispatchers' Basic Course
- Emergency Medical Dispatch (EMD) certification is an ongoing requirement
- Cardiopulmonary resuscitation (CPR) certification is an ongoing requirement
- California Law Enforcement Telecommunications System (CLETS) certification is an ongoing requirement

### Additional Requirements

- Must pass a polygraph and an extensive background examination. As a condition of employment, psychological, medical, and drug testing are also required

## REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

### Knowledge of:

- Modern office practices and equipment, including applicable software
- City streets, major buildings, and geographical areas of the City of Richmond and the surrounding area
- Communication devices and equipment
- Basic training methods

### Skill in:

- Handling emergencies
- Organization and time management
- Leadership

### Ability to:

- Type a minimum of 30 words per minute
- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships
- Accurately dispatch public safety equipment in a coordinated manner
- Obtain, retain, and analyze information from distraught or incoherent callers

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher III
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Interpret written instructions, policies, rules, and other materials used in performing dispatching duties
- Sort and prioritize information regarding multiple incidents
- Relay messages exactly as received
- Act independently, and know when to refer situations to a supervisor
- Prepare records and reports, and maintain files
- Work independently

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate			X
Individuals with known violent backgrounds		X	
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances, or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

## Classification Specification

<b>Classification Title</b>	Communications Dispatcher III
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### WORKING CONDITIONS & PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position is in an office environment and is relatively free from unpleasant environmental conditions or hazards.
- Must have vision sufficient to read printed materials, hearing and speech sufficient to exchange information over the telephone, and manual dexterity for extensive use of computer terminal and a keyboard to input data.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

**Date approved by the Personnel Board:**

**Date(s) Revised:**

## **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.



## Classification Specification

<b>Classification Title</b>	Executive Assistant I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### GENERAL SUMMARY

Under direction, performs a wide variety of highly-complex secretarial and administrative support functions to support senior management staff. May provide lead direction for assigned office support staff.

### DISTINGUISHING CHARACTERISTICS

This is the entry-level position in the Executive Assistant series. This position provides administrative support to senior management staff, such as division heads and heads of specialized offices. Incumbents in this class perform the more general duties, requiring less independent judgment and experience.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Provides administrative support, including scheduling meetings, coordinating events and travel, preparing reimbursements, and responding to customer inquiries.
- Coordinates and facilitates public meetings. Develops work plans, creates agendas, and coordinates presentations with internal departments and community-based organizations.
- Provides information to employees, public, senior staff, and Commission and Council members. Serves as central liaison for department in the dissemination of information.
- Prepares correspondence from oral instruction or written draft, and may compose or draft correspondence requiring the reference and/or application of rules or policies.
- Manages departmental human resource functions, and ensures compliance with labor laws.
- Assists with administering grant contracts and budgets for awarded grants. Prepares reports, and ensures grant guideline compliance.

## Classification Specification

<b>Classification Title</b>	Executive Assistant I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Maintains departmental records and files. Maintains office supply inventory, and orders supplies.
- Assists with preparation of technical, budget, and staff report, documents, and collecting supporting documentation.
- Assist with staff reports and resolutions for City Manager, City Council and City boards or commissions.
- Participates in the budget administration for the department, including cost analysis and policy or procedure modifications.
- Performs purchasing and procurement duties, including contract administration and invoice processing.
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage, and prepares them for signature.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships, as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Interactions may result in decisions regarding implementation of policies. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
- The impact the job has on the City of Richmond is limited in terms of time, money, or public/employee relations.

### **FISCAL RESPONSIBILITY**

*This section describes the accountability and participation, if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division – or program/promotional-level budget and expenditures.

## Classification Specification

<b>Classification Title</b>	Executive Assistant I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### MINIMUM QUALIFICATIONS

#### Required Education and Experience

- High School diploma or GED equivalent
- One (1) to three (3) years of experience providing secretarial and administrative support to executive management
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities

#### Required Licenses or Certifications

- None

### REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

#### Knowledge of:

- Modern office practices and equipment, including applicable software
- Correct English usage, including spelling, grammar, punctuation, and vocabulary
- Standard business arithmetic
- Community outreach techniques
- Budget and contract development and administration
- General governmental and administrative policies and procedures

#### Skill in:

- Organization and time management
- Strategic planning

#### Ability to:

- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships
- Research, compile, and summarize a variety of informational materials
- Prepare clear and concise reports and correspondence
- Maintain accurate and complete records
- Manage multiple projects and programs

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Classification Specification

<b>Classification Title</b>	Executive Assistant I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate		X	
Individuals with known violent backgrounds	X		
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances, or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

### WORKING CONDITIONS & PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position is in an office environment and is relatively free from unpleasant environmental conditions or hazards.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

## Classification Specification

<b>Classification Title</b>	Executive Assistant I
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

**Date approved by the Personnel Board:**

**Date(s) Revised:**

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## Classification Specification

<b>Classification Title</b>	Executive Assistant II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### GENERAL SUMMARY

Performs a wide variety of complex secretarial and administrative support functions to the department director and other department staff. May provide leadership for assigned office support staff.

### DISTINGUISHING CHARACTERISTICS

This is the advanced level of the Executive Assistant class series. This position performs the more complex work, and provides a higher level of administrative support for City department heads. Incumbents in this class are expected to use independent judgment, and preserve required confidentiality in oral and written communications.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Provides administrative support, including scheduling meetings, coordinating events and travel, preparing reimbursements, and responding to customer inquiries.
- Coordinates and facilitates public meetings. Develops work plans, creates agendas, and coordinates presentations with internal departments and community-based organizations.
- Provides information to employees, public, senior staff, and Commission and Council members. Serves as central liaison for department in the dissemination of information.
- Prepares and assists in the preparation of reports, recommendations, and other written materials by researching information, compiling and organizing content, and performing or coordinating clerical work.
- Manages departmental human resource functions, and ensures compliance with labor laws.
- Assists with administering grant contracts and budgets for awarded grants. Prepares reports, and ensures grant guideline compliance.

## Classification Specification

<b>Classification Title</b>	Executive Assistant II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Assists with preparation of technical, budget, and staff report, documents, and collecting supporting documentation.
- Assist with staff reports and resolutions for City Manager, City Council and City boards or commissions.
- Participates in the budget administration for the department, including cost analysis and policy or procedure modifications.
- Performs purchasing and procurement duties, including contract administration and invoice processing.
- Maintains departmental records and files. Maintains office supply inventory and orders supplies.
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage, and prepares them for signature.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Work requires providing guidance and the potential to oversee another employee. This position may oversee work quality, training, instruction, and work assignments.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships, as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
- The impact the job has on the City of Richmond is limited in terms of time, money, or public/employee relations.

### **FISCAL RESPONSIBILITY**

*This section describes the accountability and participation if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division – or program/promotional-level budget and expenditures.

## Classification Specification

<b>Classification Title</b>	Executive Assistant II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### MINIMUM QUALIFICATIONS

#### Required Education and Experience

- High School diploma or GED equivalent. College-level courses in business or public administration is highly desirable.
- Three (3) to five (5) years of experience providing secretarial and administrative support to executive management
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities

#### Required Licenses or Certifications

- None

### REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

#### Knowledge of:

- Modern office practices and equipment, including applicable software
- Correct English usage, including spelling, grammar, punctuation, and vocabulary
- Standard business arithmetic
- Community outreach techniques
- Budget and contract development and administration
- General governmental and administrative policies and procedures

#### Skill in:

- Organization and time management
- Strategic planning
- Leadership

#### Ability to:

- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships
- Research, compile, and summarize a variety of informational materials
- Prepare clear and concise reports and correspondence
- Maintain accurate and complete records
- Manage multiple projects and programs

Maintain confidentiality of information

## Classification Specification

<b>Classification Title</b>	Executive Assistant II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate		X	
Individuals with known violent backgrounds	X		
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances, or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

### WORKING CONDITIONS & PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position is in an office environment and is relatively free from unpleasant environmental conditions or hazards.

## Classification Specification

<b>Classification Title</b>	Executive Assistant II
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

**Date approved by the Personnel Board:**

**Date(s) Revised:**

DRAFT

CITY OF RICHMOND, CA

CLASS CODE: OC-701  
ESTABLISHED: 06/28/07  
GROUP: GENERAL  
FLSA: NON-EXEMPT

## **EXECUTIVE SECRETARY I/II**

### **DEFINITION**

Under direction, performs a wide variety of highly complex secretarial and administrative support functions to support senior management staff; may provide lead direction for assigned office support staff; performs related work as assigned.

### **CLASS CHARACTERISTICS**

**Executive Secretary I** – This is the journey level class in the executive secretary series. This level provides administrative support to senior management staff, such as division heads and heads of specialized offices. Incumbents perform support duties in the areas of personnel processing, budget monitoring, drafting and typing correspondence, maintaining records and files, and providing general information to staff and the public.

**Executive Secretary II** – This class is the advanced class in the executive secretary series. This level is expected to perform the more complex work and to provide a high level of administrative support for City department heads. This requires discretion, tact, use of independent judgment and the ability to preserve the level of required confidentiality in all oral and written communications. Responsibilities may include regular contact with government officials, the City Council, board or commission members; representatives of business or community organizations and the public.

### **EXAMPLES OF DUTIES** – (Illustrative Only)

1. Provides information to employees, public, senior staff, and Commission and Council members.
2. Serves as central liaison for department in the dissemination of information.
3. Prepares correspondence from oral instruction or written draft and may compose or draft correspondence requiring the reference and/or application of rules or policies.
4. Maintains departmental records and files.
5. Schedules meetings and events.

6. May provide lead direction for departmental administrative support staff.
7. Maintains office supply inventory and orders supplies.
8. Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage for department head's signature.
9. Utilizes software such as word processing, spreadsheet, and other specialized programs.
10. May assist in departmental budget preparation and monitoring.
11. Performs other related duties as assigned.
12. Prepares and assists in the preparation of reports, recommendations, and other written materials by researching information, compiling and organizing content and by performing or coordinating the clerical work essential to its preparation.
13. Initiates independent correspondence with little direction or review.
14. May attend meetings and take detailed minutes for transcription and distribution.

### **MINIMUM QUALIFICATIONS**

#### Thorough Knowledge of:

Standard office administrative and secretarial practices and procedures, including business letter writing;

Basic organization and function of public agencies, including the roles of an elected City, Council and appointed boards and commissions;

Recordkeeping, report preparation, and filing methods;

Correct English usage, including spelling, grammar, punctuation, and vocabulary;

Standard business arithmetic;

Basic supervisory principles and practices; and

The operation of standard office equipment, including a word processor and a personal computer.

Skill in:

Providing varied, responsible and often confidential secretarial and office administrative assistance to top level management and administrative staff;

Using initiative and independent judgment within established guidelines;

Using tact, discretion, and prudence in establishing and maintaining effective working relationships with those contacted in the course of the work;

Analyzing and resolving administrative situations and problems;

Researching, compiling, and summarizing a variety of informational materials;

Composing correspondence independently or from brief instructions;

Typing at a rate of 50 net words per minute from a printed copy;

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction;

Planning, assigning and reviewing the work of others; and

Training others in work procedures.

**EDUCATION AND EXPERIENCE**

Executive Secretary I:

**Education:** Equivalent to graduation from high school. College level courses in secretarial studies, business or public administration is highly desirable.

**Experience:** Three (3) years of progressively responsible secretarial or office administrative experience, which includes providing administrative support for management.

Executive Secretary II:

**Education:** Equivalent to graduation from high school. College level courses in secretarial studies, business or public administration is highly desirable.

**Experience:** Five (5) years of progressively responsible secretarial or office administrative experience, which includes providing primary administrative support for senior management.

**PHYSICAL REQUIREMENTS**

In addition to requiring sufficient mobility to work in a typical office setting, vision sufficient to read printed materials, and hearing and speech sufficient to exchange information in person and over the telephone.



## Classification Specification

<b>Classification Title</b>	Office Assistant
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

### GENERAL SUMMARY

Provides a variety of routine to complex office support by organizing and maintaining office files, and interacting with both City employees and the public in a courteous and professional manner.

### DISTINGUISHING CHARACTERISTICS

This classification is an entry-level classification of the administrative support series. This classification is distinguished from the Office Specialist which performs significant technical to specialist office support work. The incumbent, under supervision, provides office support which includes documentation processing, records management support, the use of computers and computer programs, and platforms and general office support.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Provides administrative support for the department and management, including organizing and scheduling meetings, answering incoming calls, taking messages, sending e-mails and other communication on behalf of the director and other appropriate staff, and managing calendars.
- Edits and formats reports, spreadsheets, and graphs. Maintains complete and accurate files and records.
- Provides guidance in case management, grant regulations, and utilization of local resources, as assigned.
- Assists with preparation of technical, budget, and staff reports and documents, and collecting supporting documentation.
- Assists with purchasing duties such as purchase requisitions, processing of grant draw downs, and processing of invoices.
- Assists with budget preparation and procurement processes.
- Assists with the updating of the department website and program information.

## Classification Specification

<b>Classification Title</b>	Office Assistant
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Coordinates special projects, and assists with planning for community events.
- Maintains inventory of supplies, and orders materials as needed.
- Prepares and updates a variety of reports.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Job has no responsibility for the direction or supervision of others.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships, as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Work requires regular interaction involving exchange and receipt of information.
- The impact the job has on the City of Richmond is limited in terms of time, money, or public/employee relations.

### **FISCAL RESPONSIBILITY**

*This section describes the accountability and participation, if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has no fiscal responsibility.

### **MINIMUM QUALIFICATIONS**

#### **Required Education and Experience**

- High school diploma or GED equivalent
- One (1) to three (3) years of customer service and general clerical or office administrative experience
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities

#### **Required Licenses or Certifications**

- California driver's license is an ongoing requirement

### **REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES**

#### **Knowledge of:**

- Modern office practices and equipment, including applicable software

## Classification Specification

<b>Classification Title</b>	Office Assistant
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

- Grant/program guidelines and departmental policies
- Community resources
- Basic arithmetic
- Correct English usage, including spelling, grammar, and punctuation

**Skill in:**

- Organization and time management
- Attention to detail
- Customer service

**Ability to:**

- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships
- Prepare clear and concise reports and correspondence
- Maintain accurate and complete records
- Meet scheduled deadlines
- Interpret and apply rules, policies, and procedures

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle		X	
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes	Frequently or Often
Individuals who are hostile or irate		X	

## Classification Specification

<b>Classification Title</b>	Office Assistant
<b>Job Code</b>	
<b>FLSA Status</b>	Non-exempt

Individuals with known violent backgrounds		X	
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances, or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

### WORKING CONDITIONS & PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position is in an office environment and is relatively free from unpleasant environmental conditions or hazards.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

**Date approved by the Personnel Board:**

**Date(s) Revised:**

## OFFICE ASSISTANT I/II

### DEFINITION

Under general supervision, provides a variety of routine to difficult clerical support to various City offices, which may include receptionist duties, typing, word processing, recordkeeping and filing; performs related work as assigned.

### CLASS CHARACTERISTICS

OFFICE ASSISTANT I is the entry level class of this office support series. Initially under close supervision, incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Office Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

OFFICE ASSISTANT II is the journey level class of this series, fully competent to independently perform a variety of office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, word processing, and use of on-line or personal computers will vary with the organizational unit to which assigned. This class is distinguished from Senior Office Assistant which is the working lead-level of the series and from Office Specialist, which performs significant technical or specialist office support work in addition to providing generalist office support.

### EXAMPLES OF DUTIES

Types correspondence, reports, forms and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor; proofreads and checks typed and other materials for accuracy; completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling; enters and retrieves data and prepares reports from an on-line or personal computer system, following established formats; prepares and updates a variety of reports, which may require the use of arithmetic calculations; maintains records and processes forms, such as payroll records, purchase requisitions and orders, and others specific to the organizational unit; establishes and maintains office files; researches and compiles information from such files; acts as receptionist and receives and screens visitors and telephone calls and takes messages; provides factual information regarding City or unit activities and functions; reviews computer-produced reports for accuracy and makes corrections as required; operates standard office equipment; performs such office support activities as opening and distributing mail, processing outgoing mail, and ordering office supplies.

**QUALIFICATIONS**

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

**Knowledge of:**

Office practices and procedures, including filing and the operation of standard office equipment  
Correct English usage, including spelling, grammar and punctuation  
Business letter writing and the standard format for typed materials  
Policies and procedures related to the department to which assigned  
Basic business data processing principles and the use of word processing or personal computing equipment

**Skill in:**

Performing detailed clerical work accurately  
Organizing and maintaining office files  
Composing routine correspondence from brief instructions  
Maintaining accurate records and files  
Making accurate arithmetic calculations  
Using initiative and sound independent judgment within established guidelines  
Operating standard office equipment, including a word processor, personal or on-line computer and centralized telephone equipment  
Prioritizing work and coordinating several activities  
Establishing and maintaining effective working relationships with those contacted in the course of the work  
Understanding and carrying out oral and written directions  
Typing accurately at a rate of 40 net words per minute from printed copy

**Education and Experience**

**Office Assistant I:** Equivalent to graduation from high school.

**Office Assistant II:** In addition to the above, two years of general clerical or office assistant experience.

**IFPTE Local 21**  
**Mid-Management**  
**Bargaining Unit**



## Classification Specification

<b>Classification Title</b>	Payroll Manager
<b>Job Code</b>	
<b>FLSA Status</b>	Exempt

### GENERAL SUMMARY

Under general direction, manages the work of the payroll unit of the Finance Department and represents the City's interests in all payroll, benefit, and pension matters. This consists of implementing and monitoring payroll processes and procedures; managing and directing the work of subordinate staff; serving as the functional lead for the City's computerized payroll system; and performing related work as assigned.

### CLASS CHARACTERISTICS

This single position class is responsible for managing the City's payroll processing, distribution, and reporting. Responsibilities include records maintenance and the preparation of payroll reports in accordance with union agreements and City, State and Federal, and local laws, rules, and regulations. The incumbent is expected to be knowledgeable on payroll, general accounting procedures, and ordinances, rules and regulations governing the processing of a municipal payroll. Incumbents exercise considerable judgment in decision-making in the day-to-day operations of the payroll unit.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees perform job-related tasks other than those specifically presented in this description.*

- Directs, supervises, coordinates, and participates in all activities related to the City's payroll function, including the administration of the City-wide time and-attendance system, preparation and review of tax and other reports related to payroll activities, implementation of periodic City-wide salary and benefit changes, preparation of a variety of reports, schedules, and reconciliations and providing them to the auditors, and ensuring compliance with applicable City, State, Federal, and local laws, rules, and regulations.
- Plans, organizes, assigns, directs, reviews, and evaluates the work of assigned staff; interprets City policies and procedures to employees; and is responsible for morale, productivity, and discipline of unit staff.

## Classification Specification

<b>Classification Title</b>	Payroll Manager
<b>Job Code</b>	
<b>FLSA Status</b>	Exempt

- Directs the processing and review and/or approval of payroll batching reports, error reports, payroll registers, payroll warrants, and wire requests, tax deposits, tax tables, periodic tax returns, and reports, personnel action forms, employee timecards, annual paid-time-off accruals and payoffs, annual W-2's and 1099's, rate schedules, pay period tables.
- Manages compliance with: State, Federal, and local tax laws, and quarterly and annual payroll reporting, tax deposit reporting, involuntary deductions (IRS, EDD, FTB), union benefit trusts payment and reporting, pension requirements, and other post-employment employee benefit obligations.
- Establishes and maintains sound internal controls in accordance with financial policies/regulations/procedures, ensuring fiscal records are reconciled monthly. Researches discrepancies between the general ledger and payroll system(s).
- Performs short-and long-range planning and goal setting; participates in the development and implementation of policies, procedures, goals, and objectives.
- Stays current on City, State, Federal legislation, and local laws affecting payroll and interprets, implements, makes recommendations to management and trains staff on appropriate ordinances, rules, regulations and Memoranda of Understanding (MOU).
- Oversees the maintenance of the payroll system; provides expertise and takes lead role in providing technical assistance in testing payroll system updates and other payroll changes.
- Identifies payroll requirements when new pay policies, pay systems, and/or benefits are implemented; determines the most effective implementation strategy related to a variety of changes in pay and benefits resulting from labor negotiations or classification and compensation studies; ensures legal and financial compliance with Memoranda of Understanding.
- Communicates policy and procedure interpretations with staff to ensure that work is efficiently coordinated and understood.
- Ensures proper management of employee deductions system (benefits premiums, retirement contributions, defined contribution plans, flexible spending accounts), including accurate and timely reporting and remittance of employee deductions. Reviews and approves all vouchers for payment of payroll liabilities.
- Responds to audits and internal and external inquiries regarding payroll and benefit transactions.
- Provides support to City departments in matters pertaining to payroll.
- Researches, verifies, calculates, and approves payroll data for processing.
- Supervises the maintenance of payroll records.

## Classification Specification

<b>Classification Title</b>	Payroll Manager
<b>Job Code</b>	
<b>FLSA Status</b>	Exempt

- Interfaces with outside agencies, insurance companies and auditors on pay-related matters.
- Researches and analyzes data regarding salaries and benefits for cost studies; participates in financial modeling; may participate in labor negotiations by providing cost analyses and making recommendations about policy language and implementation.
- Reviews and approves all manual payroll checks.
- Analyzes payroll input data, reports and systems for accuracy and effectiveness.
- Ensures that wage and tax reports are done accurately and on time.
- Prepares a variety of periodic and special reports related to payroll activities.
- Participates in the preparation and administration of the payroll section budget.
- Prepares and coordinates the City's budget projections with the Budget Division.
- Coordinates the data necessary for all payroll related updates.
- Collaborates with staff from the Human Resources Department (HR) and Information Technology Department to develop payroll applications that uphold internal controls, ensure accurate employee data (compensation, benefits, deduction, etc.), and facilitate the implementation and maintenance of payroll and HR master files; tests and implements systems changes to resolve problems, improve processes and/or meet new requirements.
- Performs related work as required.

### **SUPERVISORY RESPONSIBILITIES**

- Work requires supervising and monitoring performance for a regular group of employees (1 or more full-time employees) including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.

### **HUMAN COLLABORATION & JOB IMPACT**

*This area describes the personal interaction with others outside direct reporting relationships as well as the impact the job has on the City of Richmond, the department or unit objectives, the output of services, or employee or public satisfaction.*

- Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

## Classification Specification

<b>Classification Title</b>	Payroll Manager
<b>Job Code</b>	
<b>FLSA Status</b>	Exempt

- The impact the job has on the City of Richmond is significant in terms of time, money, or public/employee relations.

### FISCAL RESPONSIBILITY

*This section describes the accountability and participation if any, as it relates to the fiscal accountability within department or assigned area(s) of responsibility.*

- Position has major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors budget plan and adjusts as necessary.

### MINIMUM QUALIFICATIONS

#### Required Education and Experience

- Bachelor's degree from an accredited college or university in Business or Public Administration, Finance, or a related field.
- Five (5) to seven (7) years of responsible payroll experience, of which at least two (2) years were in a lead or supervisory capacity. Experience in a public agency or governmental setting is highly desirable. Certification as a Certified Payroll Professional (CPP) is also desirable.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

#### Required Licenses or Certifications

- None

### REQUIRED KSA FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

#### Knowledge of:

- Principles and practices of municipal payroll preparation, audit and distribution
- Principles and methods of accounting records management
- Principles and practices of business data processing particularly related to the processing of payroll information and the interpretation of input/output documents
- Local, state and federal rules and regulations governing payroll processing and distribution, including tax laws and public retirement system regulations
- Practices and techniques of automated accounting and financial recordkeeping and report preparation
- City policies and labor agreement provisions
- Supervisory principles and practices
- Modern office practices and equipment, including computers and applicable software

## Classification Specification

<b>Classification Title</b>	Payroll Manager
<b>Job Code</b>	
<b>FLSA Status</b>	Exempt

### Skill in:

- Analytical thinking
- Problem-solving
- Organization and time management
- Decision-making

### Ability to:

- Organize, assign, direct, review and evaluate the work of assigned staff
- Train staff in work procedures
- Coordinate, direct, and manage processes of a complex payroll system
- Interpret, explain and apply a variety of laws and regulations governing payroll administration
- Develop forms, records, systems and procedures for achieving internal control of payroll operations
- Review and verify the accuracy of financial data and information and ensure appropriate authorizations as required
- Maintain close attention to detail
- Plan and manage projects independently
- Prepare clear, concise and complete payroll reports and other written correspondence
- Perform accurate arithmetic calculations and make accurate financial reconciliations
- Recommend improved payroll processing and reporting methods and procedures
- Establish and maintain effective working relationships
- Communicate effectively, both orally and in writing
- Multi-task and adapt to changing priorities
- Maintain quality and accuracy in work under the pressure of urgent deadlines

### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		

## Classification Specification

<b>Classification Title</b>	Payroll Manager
<b>Job Code</b>	
<b>FLSA Status</b>	Exempt

Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other			
<b>Exposures</b>	<b>Seldom or Never</b>	<b>Sometimes</b>	<b>Frequently or Often</b>
Individuals who are hostile or irate	X		
Individuals with known violent backgrounds	X		
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances or waste	X		
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	X		

### WORKING CONDITIONS & PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position is in an office environment relatively free from unpleasant environmental conditions or hazards.
- **Sedentary Work** - Incumbents may be required to exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Date approved by the Personnel Board:**

**Date(s) Revised:**

*Formerly Lead Payroll Coordinator; Payroll Supervisor*

## **PAYROLL MANAGER**

### **DEFINITION**

Under general direction, manages the work of the payroll unit of the Finance Department and represents the City's interests in all payroll, benefit, and pension matters. This consists of implementing and monitoring payroll processes and procedures; managing and directing the work of subordinate staff; serving as the functional lead for the City's computerized payroll system; and performing related work as assigned.

### **CLASS CHARACTERISTICS**

This single position class is responsible for managing the City's payroll processing, distribution, and reporting. Responsibilities include records maintenance and the preparation of payroll reports in accordance with union agreements and City, State and Federal, and local laws, rules, and regulations. The incumbent is expected to be knowledgeable on payroll, general accounting procedures, and ordinances, rules and regulations governing the processing of a municipal payroll. Incumbents exercise considerable judgment in decision-making in the day-to-day operations of the payroll unit.

### **EXAMPLES OF DUTIES (Illustrative Only)**

1. Direct, supervise, coordinate, and participate in all activities related to the City's payroll function, including the administration of the City-wide time-and-attendance system, preparation and review of tax and other reports related to payroll activities, implementation of periodic City-wide salary and benefit changes, preparation of a variety of reports, schedules, and reconciliations and providing them to the auditors, and ensuring compliance with applicable City, State, Federal, and local laws, rules, and regulations.
2. Plans, organizes, assigns, directs, reviews, and evaluates the work of assigned staff; interprets City policies and procedures to employees; and is responsible for morale, productivity, and discipline of unit staff.
3. Direct the processing and review and/or approval of payroll batching reports, error reports, payroll registers, payroll warrants, and wire requests, tax deposits, tax tables, periodic tax returns, and reports, personnel action forms, employee timecards, annual paid-time-off accruals and payoffs, annual W-2's and 1099's, rate schedules, pay period tables.

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**PAYROLL MANAGER**  
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4. Manage compliance with: State, Federal, and local tax laws, and quarterly and annual payroll reporting, tax deposit reporting, involuntary deductions (IRS, EDD, FTB), union benefit trusts payment and reporting, pension requirements, and other post-employment employee benefit obligations.
5. Establish and maintain sound internal controls in accordance with financial policies/regulations/procedures, ensuring fiscal records are reconciled monthly. Research discrepancies between the general ledger and payroll system(s).
6. Perform short-and long-range planning and goal setting; participate in the development and implementation of policies, procedures, goals, and objectives.
7. Stay current on City, State, Federal legislation, and local laws affecting payroll and interpret, implement, make recommendations to management and train staff on appropriate ordinances, rules, regulations, and Memoranda of Understanding (MOU).
8. Oversee the maintenance of the payroll system; provide expertise and take lead role in providing technical assistance in testing payroll system updates and other payroll changes.
9. Identify payroll requirements when new pay policies, pay systems, and/or benefits are implemented; determine the most effective implementation strategy related to a variety of changes in pay and benefits resulting from labor negotiations or classification and compensation studies; ensure legal and financial compliance with Memoranda of Understanding.
10. Communicate policy and procedure interpretations with staff to ensure that work is efficiently coordinated and understood.
11. Ensure proper management of employee deductions system (benefits premiums, retirement contributions, defined contribution plans, flexible spending accounts), including accurate and timely reporting and remittance of employee deductions.
12. Review and approve all vouchers for payment of payroll liabilities.
13. Respond to audits and internal and external inquiries regarding payroll and benefit transactions.
14. Provide support to City departments in matters pertaining to payroll.
15. Research, verify, calculate, and approve payroll data for processing.
16. Supervise the maintenance of payroll records.
17. Interface with outside agencies, insurance companies and auditors on pay-related matters.

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**PAYROLL MANAGER**  
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18. Research and analyze data regarding salaries and benefits for cost studies; participate in financial modeling; may participate in labor negotiations by providing cost analyses and making recommendations about policy language and implementation
19. Review and approve all manual payroll checks.
20. Analyze payroll input data, reports and systems for accuracy and effectiveness.
21. Ensure that wage and tax reports are done accurately and on time.
22. Participate in the preparation and administration of the payroll section budget.
23. Prepare and coordinate the City's budget projections with the Budget Division.
24. Coordinate the data necessary for all payroll related updates.
25. Collaborate with staff from the Human Resources Department (HR) and Information Technology Department to develop payroll applications that uphold internal controls, ensure accurate employee data (compensation, benefits, deduction, etc.), and facilitate the implementation and maintenance of payroll and HR master files; test and implement systems changes to resolve problems, improve processes and/or meet new requirements.
26. Perform related payroll and other related assignments as needed.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of: operations, services, and activities of a comprehensive in-house payroll system; principles and practices of municipal payroll preparation, audit and distribution; principles and methods of accounting records management; principles and practices of business data processing particularly related to the processing of payroll information and the interpretation of input/output documents; State, Federal, and local rules and regulations governing payroll processing and distribution, including tax laws; public retirement system regulations; practices and techniques of automated accounting and financial recordkeeping and report preparation; City policies and labor agreement provisions; computer systems and software applications such as word processing, spreadsheets, and automated payroll systems; financial modeling principles; supervisory principles and practices.

Skill in: organizing, assigning, directing, reviewing and evaluating the work of assigned staff; training staff in work procedures; interpreting, explaining and applying a variety of laws and regulations governing payroll administration; developing forms, records, systems and procedures for achieving internal control of payroll operations; extensive computer skills with an emphasis in advanced

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PAYROLL MANAGER  
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Excel functions; reviewing and verifying the accuracy of financial data and information and ensuring appropriate authorizations as required; preparing clear, concise and complete payroll reports and other written correspondence; performing accurate arithmetic calculations and making accurate financial reconciliations; recommending improved payroll processing and reporting methods and procedures; exercising sound independent judgment within established guidelines; establishing and maintaining effective working relationships with those contacted in the course of work; and excellent written and oral communication skills

Ability to: supervise, organize, and review the work of assigned staff involved in payroll activities; coordinate, direct, and manage processes of a complex payroll system; recommend and implement goals, objectives, policies, and procedures for providing payroll services; understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable Federal, State, and local policies, laws, regulations, and Memoranda of Understanding; plan and manage projects independently; conduct effective research; establish and maintain successful relationship with staff and customers.

**MINIMUM QUALIFICATIONS**

Education/Experience: Possession of a Bachelor's Degree from an accredited college or university with major coursework in finance, accounting, or public administration, or a closely related field; AND five (5) years of responsible payroll experience, of which two (2) years were in a supervisory capacity. Experience in a public agency or governmental setting is highly desirable. Certification as a Certified Payroll Professional is also desirable.