

Pursuant to Assembly Bill 361, members of the Civil Service Commission and staff will participate in this meeting via teleconference or other electronic means.

PARTICIPATE BEFORE THE MEETING by emailing CivilServiceCommission@TorranceCA.Gov and write "Public Comment" in the subject line. In the body of the email include the item number and/or title of the item with your comments.

MEMBERS OF THE PUBLIC MAY VIEW AND PARTICIPATE IN THE MEETING via Zoom by using the following link or by calling in with the phone number listed below: <https://bit.ly/3dBZ1T6>
Phone number: 1-669-900-9128
ID: 857 3095 1581
Passcode: 390588

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA
MONDAY, MARCH 28, 2022
REGULAR MEETING
6:00 P.M. VIA TELECONFERENCE OR OTHER ELECTRONIC MEANS**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM
LISTED ON THE AGENDA**

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Adelsman, Dean, Hamada, Herring, Lewis, Sasaki, Chair Shwarts

2. FLAG SALUTE:

3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, March 23, 2022.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS

This portion of the meeting is reserved for public comment on items not on the agenda or on topics of interest to the general public. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker. Your comment to the Commission meeting will be recorded as part of the meeting. By staying in the meeting and making public comment during the meeting, you are agreeing to have your comment recorded.

6. CONSENT CALENDAR

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.

6A. Approve the Examination for Cable Television Supervising Producer/Writer.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Cable TV Supervising Producer/Writer examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (40%), and Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

6B. Approve the Examination for Police Records Technician.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Police Records Technician examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (60%), Performance Test (Qualifying), and an Oral Interview (40%). Staff is requesting approval for a six-month eligible list.

6C. Approve the Examination for Public Safety Dispatcher.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Public Safety Dispatcher examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (60%) and an Oral Interview (40%). Staff is requesting approval for a six-month eligible list.

7. ADMINISTRATIVE MATTERS

No Business to Consider.

8. HEARINGS

No Business to Consider.

9. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of Civil Service Commission Meeting to April 11, 2022,
at 6:00 p.m.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR CABLE TELEVISION SUPERVISING PRODUCER/WRITER

RECOMMENDATION:

Recommendation of Human Resources staff that your Honorable Body approve conducting the Cable TV Supervising Producer/Writer examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (40%), and Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

SALARY:

\$32.59 - \$34.22 - \$35.93 - \$37.73 - \$39.62 - \$41.59 - \$43.68 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Cable TV Supervising Producer/Writer. There is one vacancy due to promotion.

The class specification has been reviewed by the Office of Cable and Community Relations Division of the City Manager's Office and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached Class Specification.

There has not been a previous examination for this position, as the previous incumbent was re-classified to this position. After discussion with the division and a review of similar cable television positions, it is determined that the following weightings were appropriate for this examination: Application Review (Qualifying), Performance Test (40%) and Oral Interview (60%).

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Cable Television Assistant Producer/Writer Class Specification



CABLE TELEVISION PRODUCER/WRITER, SUPERVISING

Class
Code:
1327

Bargaining Unit: Torrance Professional &
Supervisory Association

CITY OF TORRANCE
Revision Date: May 1, 2015

SALARY RANGE

\$32.59 - \$43.68 Hourly
\$5,648.93 - \$7,571.20 Monthly
\$67,787.20 - \$90,854.40 Annually

DEFINITION:

Under direction, supervises the work of program development staff; develops cable television program scripts for City subscriber and institutional channels; oversees overall development of program ideas, pre-production program research, audience analysis, production format and oversees post production of all programs and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Supervising Producer/Writer is distinguished from Cable and Community Relations Manager in that the incumbent is not responsible for community relations and the overall operation of the City's cable television division and distinguished from the Assistant Producer/Writer in that the incumbent is responsible for the supervision of program development staff. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, polices and regulations.

Receives supervision from the Cable and Community Relations Manager; exercises direct supervision over program development staff.

Attachment A

EXAMPLES OF ESSENTIAL DUTIES:

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

- Plans, assigns, monitors, and evaluates the work of program development personnel engaged in writing cable television program scripts for City subscriber and institutional channels;
- Develops program ideas and the design and implementation of the production format;
- Conducts pre-production program research and audience analysis;
- Provides technical assistance to City departments and officials regarding program ideas and program development;
- Writes program scripts in various formats such as documentary, storyboards, treatments, narrative, program logs and rundown sheets, for live pre-taped and alphanumeric programming;
- Promotes the use of the City government cable television facility and channel by preparing materials for multimedia dissemination including press releases, billboards and video messages;
- Schedules, produces and directs field productions;
- Ensures production remains within allocated time and financial resources;
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed;
- Hires and trains Intern Volunteers;
- May perform live on-air and during an emergency or disaster.

Examples of Other Duties

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

- Performs liaison functions with other City departments to ensure efficient service;
- Provides speech writing assistance for elected officials, assist elected officials on day of recording with teleprompting services, speech read-throughs and edits;
- Performs social media writing, reviews, edits, and posts;
- Serves as backup for all producers, producing and writing content for series programs, and attending shoots for various City events;
- Serves on various committees and Teams;
- Attends division, department and community meetings as required;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Bachelor's degree in Journalism, Communications, Television Production or a related field; and two years of experience in commercial, industrial, educational, or governmental script writing and producing. Additional qualifying experience may be substituted for the required education on a year for year basis.

License and/or Certificates

Must possess a valid appropriate California driver's license.

Knowledge of

- Pre-production planning including program ideas, treatments and storyboards;
- Scripting formats (i.e., narratives, documentaries, news, promotional and public service announcements);
- Basic techniques of television production;
- Post-production procedures including off-line and on-line editing techniques;
- Procedures for obtaining performance rights and clearances;
- Principles of supervision, training and employee relations;
- English, grammar, spelling, punctuation, vocabulary and arithmetic;
- Report writing techniques;
- City policies and procedures affecting departmental operations.
- General City operations.

Ability to

- Translate a variety of written materials into television script format;
- Communicate effectively both orally and in writing;
- Develop, produce and direct programs;
- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;
- Shift priorities as departmental workload demands require;
- Operate modern office equipment, computers and software applications;
- Write promotional materials such as press releases, billboards, and video messages;
- Work independently and meet frequent deadlines;
- Establish and maintain effective working relationships with the public, personnel from other agencies and City employees;
- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
- Understand and interpret rules, regulations and laws related to assigned function;
- Deal tactfully and effectively with the public;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS:

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of computers. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

Experience gained in this classification in addition to training and course work may serve to meet the minimum requirements for promotion to Cable and Community Relations Manager.

ESTABLISHED/REVISED DATE:

Revised Date: May 2015

Dept. Review Date: March 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR POLICE RECORDS TECHNICIAN

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Police Records Technician examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (60%), Performance Test (Qualifying), and an Oral Interview (40%). Staff is requesting approval for a six-month eligible list.

SALARY:

\$18.91 - \$19.85 - \$20.82 - \$21.90 - \$22.98 - \$23.58 - \$24.13 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Police Records Technician. There is currently one vacancy due to resignation.

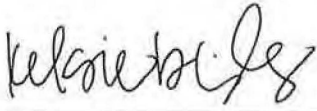
The class specification has been reviewed by the Police Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached class specification.

The previous examination in 2021 was weighted as follows: Application Review (Qualifying), Written Test (60%), Performance Test (Qualifying), and an Oral Interview (40%). There will be no change to the exam types and weights.

In prior recruitments, staff requested approval of a one year eligible list. Staff is now requesting approval for a six-month eligible list as it is not viable to have a one year eligible list with the amount of time that it takes for the Police Department background process.


There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By 
Kelsie B. Winders
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager



POLICE RECORDS TECHNICIAN

Class Code:
1115

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Established Date: Oct 1, 2007

SALARY RANGE

\$18.91 - \$24.13 Hourly
\$3,277.73 - \$4,182.53 Monthly
\$39,332.80 - \$50,190.40 Annually

DEFINITION:

Under general supervision, performs specialized clerical duties in the preparation and maintenance of police records; provides support to Police Officers and Services Officers; responds to public information inquiries; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Incumbents are distinguished from the other clerical and administrative position in performing duties specifically related to the preparation and maintenance of police records. Work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary.

General supervision is provided by professional and technical supervisory positions (sworn and non-sworn), including, but not limited to the Police Records Supervisor.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties represent the principal job duties; however, they may vary depending on assignment and they are not all-inclusive:

- Makes automated notifications to Department of Justice (DOJ) state mandated programs, and manages local supporting files;
- Assists CLETS Agency Terminal Coordinator in enforcing system compliance laws and carrying out validation and audit responsibilities;
- Interprets documentation from Department of Motor Vehicles (DMV) and DOJ in order to verify pre-existing records for accuracy and validations; modifies as needed and makes entries of property, vehicles, firearms, protective orders, and missing persons;
- Interacts extensively with the public, City and department personnel and other law enforcement agencies on the telephone and in person in a courteous and tactful manner;
- Responds to requests for information in compliance with Departmental policy, legal and governmental guidelines;
- Maintains electronic and paper crime, arrest, and incident report files; ensuring such records are properly retained in accordance to Department policy and procedures;
- Checks both electronic and paper documentation for completeness, accuracy and compliance with legal and other requirements;
- Accesses various local, state and national law enforcement systems to enter and retrieve information;
- Generates automated notifications to Department of Justice on state mandated programs and manages local supporting files;
- Codes and enters data into an automated records management database;
- Retrieves, assembles, and disseminates reports and information from files in an accurate and timely basis for Departmental staff;
- Types arrest reports, search warrants and related materials using word processing system to meet specific deadlines;
- Researches and provides information by phone, in person and by mail relating to crime, arrest and traffic reports; receives, verifies and accounts for a variety of fees;
- Classifies incoming crime reports in accordance with the FBI Uniform Crime Reporting Criteria; minimizes classification errors;
- Ensures that records release and dissemination is handled in accordance with all applicable laws and regulations;
- Prepares criminal statistical reports required by the Police Department consistent with established deadlines;
- Maintains and purges reports in accordance with city and state guidelines;
- Accepts subpoenas for service;
- Gang Detail - May be required to obtain certification for access and inquiry to Cal Gang database to provide assistance and support to Gang Enforcement Team.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Process and complies with subpoenas Duces Tecum and Discovery Orders;
- Record sealing - Seal and expunge criminal reports in accordance with city and state guidelines;
- Files and maintains a variety of records, forms and correspondence;
- Perform routine clerical duties, including processing mail, ordering office supplies, collating, copying, filing and faxing information;
- Attends division and department meetings as required;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from high school or possession of a GED Certificate. One year of experience in public contact work. Experience performing the accurate input of data or performing clerical or administrative support is highly desirable.

License and/or Certificates

None required.

Knowledge of

- Law enforcement practices and basic operations of a Police Records function;
- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions;
- Rules and regulations of the National Crime Information Center (NCIC) and the California Law Enforcement Telecommunications System (CLETS) as related to assigned functions;
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Filing procedures (alpha and numeric);
- Telephone etiquette and procedures;
- Modern office methods, practices and equipment currently in use by Department;
- Teletype procedures, police terminology, law enforcement codes and laws applying to the release of information.

Ability To

- Understand and interpret rules, regulations and laws related to the Police Records function;
- Interprets administrative or operational policies without immediate supervision within appropriate guidelines;
- Exercise independent judgment in the release of confidential records within department and legal guidelines;
- Interact with the public and other City employees both in person and over the telephone in a courteous and tactful manner; maintain diplomacy under stressful situations;
- Follow oral and written instructions;
- Establish and maintain cooperative working relationship with those contacted in course of work;
- Communicate clearly and distinctly, verbally and in writing;
- Deal discreetly with and maintain the confidentiality of sensitive records and information;
- Learn, retain and apply routine to complex information, Teletype procedures, police terminology, law enforcement codes and laws applying to the release of information;
- Perform several tasks simultaneously, prioritize and meet deadlines;
- Operate standard office machines and equipment, including word processing and other office computer equipment and applications currently in use by the Department.

SPECIAL REQUIREMENTS:

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Must be able and willing to work rotating shifts and holidays

Must be able to successfully pass a background investigation

Requires the ability to exert a small amount of physical effort in sedentary to light work involving lifting and moving files, and moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

Experience gained in this classification in addition to training and acquisition of additional skills may serve to meet the minimum requirements for promotion to Police Records Supervisor.

ESTABLISHED/REVISED DATE:

Established Date: October 2007
Department Review Date: October 2019
Department Review Date: November 2020
Department Review Date: March 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR PUBLIC SAFETY DISPATCHER

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Public Safety Dispatcher examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (60%) and an Oral Interview (40%). Staff is requesting approval for a six-month eligible list.

SALARY:

\$25.32 - \$26.58 - \$27.90 - \$29.31 – \$30.78 - \$32.30 - \$33.92 - \$35.62 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Public Safety Dispatcher. There are currently vacancies due to resignations.

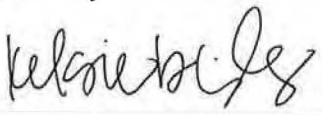
The class specification has been reviewed by the Police Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached class specification.

The previous examinations in 2021 and 2020 were weighted as follows: Application Review (Qualifying), Written Test (60%), Performance Test (Qualifying), and an Oral Interview (40%). After further review, it was determined that the following weightings were appropriate for this exam: Application Review (Qualifying), Written Test (60%) and an Oral Interview (40%).


In prior recruitments, staff requested approval of a three-month eligible list. Staff is now requesting approval for a six-month eligible list as it is not viable to have a three-month eligible list with the amount of time that it takes for the Police Department background process.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By 
Kelsie B. Winders
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Public Safety Dispatcher Class Specification

6C



PUBLIC SAFETY DISPATCHER

Class Code:
7503

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Feb 1, 2009

SALARY RANGE

\$25.32 - \$35.62 Hourly
\$4,388.80 - \$6,174.13 Monthly
\$52,665.60 - \$74,089.60 Annually

DEFINITION:

Under general supervision, operates communication systems utilizing radio, telephone and computer equipment to receive 911 emergency and routine calls requesting police or fire services; provides information to the public; dispatches safety personnel and equipment in response to service requests and to organize and coordinate the activities of field units; maintains records of activities in response to service requests; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is an entry/journey level class, distinguished from the Services Officer in that the incumbent is not responsible for enforcement of State laws and City ordinances. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is sometimes necessary.

Lateral-entry Public Safety Dispatcher is distinguished from entry-level Public Safety Dispatcher in that the Lateral-entry Public Safety Dispatcher is required to have two (2) years of continuous employment as a Dispatcher or Communications Operator (in Police or Fire) within the last three (3) years.

Receives general supervision from the Police Officer in Charge and/or the Public Safety Communications Supervisor, Police Sergeant or Police Lieutenant.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Dispatches personnel to scene of reported incidents, or to back up personnel requesting assistance;
- Exercises considerable judgment in dispatching deployed units, emergency resources and equipment;
- Prioritizes emergency calls under direction to ensure that calls of a more urgent nature receive priority over other calls;
- Relays information, via multiple communications systems including radio, telephone and computers between citizens, City personnel and personnel of other agencies;
- Assists personnel in the field with information relating to: subjects (e.g., criminal and driving records, warrants, etc.); vehicles (e.g., wants and warrants); and property (e.g., guns and bicycles) in order for field personnel to determine the appropriate action to be taken;
- Constantly monitors resources in the field in order to determine location and status of personnel for service;
- Continually monitors and updates information and mapping systems showing present location of emergency vehicles and equipment and the status of vehicles and equipment as events occur;
- Monitors one or more frequencies as assigned;
- Receives incoming telephone calls for City Departments in order to screen emergency calls from routine business calls and forwards calls and messages to proper destination;
- Under the supervision of the Fire Department Area Coordinator assists with communication and coordination of resources in response to requests for mutual aid;
- Provides the public with emergency medical dispatch instructions and/or basic instruction to safeguard persons in hazardous conditions and medical emergencies prior to the arrival of emergency personnel.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Provides on-the-job training to newly hired Public Safety Dispatchers in dispatch procedures;
- Performs routine data entry as required;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience (Entry)

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

Graduation from high school or possession of a GED Certificate. One year of experience in

voice communications equipment or public contact work involving the use of communication equipment.

License and/or Certificates

Must obtain and maintain a **valid** California POST Public Safety Dispatch Certificate and Emergency Medical Dispatch Certificate within one (1) year of hire.

Education and Experience (Lateral)

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

Graduation from high school or possession of a GED Certificate. Two (2) years of continuous employment as a Dispatcher or Communications Operator (in Police or Fire) in the state of California within the last three (3) years.

License and/or Certificates

Must obtain and maintain a **valid** California POST Public Safety Dispatch Certificate; and within six (6) months of hire, must obtain and maintain a **valid** Emergency Medical Dispatch Certificate.

Knowledge of

- Communication equipment in use by the City;
- Operations of computer-aided public safety dispatch systems;
- Emergency medical dispatch protocols;
- Standard radio and telephone communications receiving and transmitting equipment;
- Standard broadcasting procedures and rules;
- Public safety classification codes and computer codes;
- City policies and procedures affecting departmental operations;
- General City operations.

Ability to

- Learn, perform and retain computer-aided dispatch and related software applications;
- Operate City communication equipment and telephone switchboard;
- Develop a working knowledge of City layout, streets, major businesses and emergency facilities;
- Retain, recognize and use coded dialogue used in radio transmission;
- Remain calm, control voice, and think quickly, logically and clearly in emergency situations;
- Adjust to changing situations and operations as they are occurring;
- Quickly assess a situation and take appropriate action under stressful and emergency conditions;
- Establish and maintain cooperative working relationships with co-workers, other City employees, employees of other agencies and the public under normal working conditions and in emergency situations;
- Handle multiple tasks and priorities simultaneously;
- Comprehend and accurately give directions from a map and/or Thomas Guide;
- Understand and carry out complex oral and written directions;
- Speak clearly, concisely and distinctly;
- Keep accurate records;
- Work effectively and efficiently with a minimum of supervision;
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality;
- Accurately use a computer keyboard by touch.

SPECIAL REQUIREMENTS:

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Incumbents are frequently required to remain in the immediate work area throughout the work shift and may be ordered to work overtime with short notice.

Will be required to work various assigned shifts, including weekends and holidays.

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

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Public Safety Communications Supervisor.

ESTABLISHED/REVISED DATE:

Revised Date: February 2009
Department Review Date: March 2022