



**CITY HALL
CITY COUNCIL CHAMBERS
555 Santa Clara Street
Vallejo, CA 94590**

AGENDA


CIVIL SERVICE COMMISSION CITY OF VALLEJO August 11, 2014 5:15 P.M.

CHAIR
Burky Worel

COMMISSIONERS
Frank Caballero
Donald Jordan
John Miller
Vickie Moore

RULES OF CONDUCT FOR ADDRESSING THE CIVIL SERVICE COMMISSION: Complete a "Request to Address the Civil Service Commission" card for any item listed on the agenda that you wish to discuss and submit to the Executive Secretary of the Commission. When called upon by the Chairperson, please walk to the rostrum to address the Commission. No member of the audience will be called upon to address the Commission on any subject during the time the members are discussing the item. Following the discussion and prior to a vote, the Chairperson will recognize any member of the audience who wishes to speak on the subject.

Notice of Availability of Public Records: All public records relating to an open session item, which are not exempt from disclosure pursuant to the Public Records Act, that are distributed to a majority of the Commission will be available for public inspection at the Human Resources Department, 555 Santa Clara Street, Vallejo, CA at the same time that the public records are distributed or made available to the Commission. Such documents may also be available on the City of Vallejo website at <http://www.ci.vallejo.ca.us> subject to staff's ability to post the documents prior to the meeting. Information may be obtained by calling (707) 648-7211, TDD (707) 649-3562.

	Vallejo City Council Chambers is ADA compliant. Devices for the hearing impaired are available from the City Clerk. Requests for disability related modifications or accommodations, aids or services may be made by a person with a disability to the Human Services Department no less than 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act of 1990 and the federal rules and regulations adopted in implementation thereof.
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1. CALL TO ORDER

2. FLAG SALUTE

3. ROLL CALL

4. WRITTEN COMMUNICATIONS - None

5. EXECUTIVE SECRETARY'S REPORT

Oral Report: Informational Presentation on the creation and hiring from a Register of Eligibles (Civil Service Rule 13)

6. REPORT OF CHAIRPERSON AND COMMISSIONERS

7. COMMUNITY FORUM

Those wishing to address the Commission on any matter for which another opportunity to speak is not provided on the Agenda but which is within the jurisdiction of the Commission to resolve may come forward to the podium during the "Community Form" portion of the Agenda. The Community Forum shall be limited to three minutes per individual and five minutes for individuals representing groups

8. PUBLIC COMMENT REGARDING CONSENT CALENDAR ITEMS

9. CONSENT CALENDAR

All matters are approved under one motion unless requested to be removed for discussion by the Chairperson or Executive Secretary.

10. NEW BUSINESS

A. Consideration of revised Class Specifications for Housing Specialist I-II

Recommendation: By motion, approve the revised class specifications for Housing Specialist I-II

Contacts: Craig Whittom, Assistant City Manager, 707-648-4579
Anne Putney, Housing & Community Development Manager, 707-648-4408
Janet Thiessen, Human Resources Program Manager, 707-648-4106

B. Consideration of revised Class Specifications for Communications Operator I-II

Recommendation: By motion, approve the revised class specifications for Communications Operator I-II

Contacts: James O'Connell, Captain, 707-648-4540
Janet Thiessen, Human Resources Program Manager, 707-648-4106

11. OLD BUSINESS

Status of one (1) Customer Service Representative vacancy in the Public Works Department - Oral Report by Public Works Director David Kleinschmidt

12. COMMUNITY FORUM

13. ADJOURNMENT

CERTIFICATE


I, Maria Olvera, Executive Secretary do hereby certify that I have caused a true copy of the above notice and agenda to be delivered to each of the members of the Civil Service Commission, at the time and in the manner prescribed by law and that this agenda was posted at City Hall, 555 Santa Clara Street, CA at 1:00 p.m. on August 8, 2014.

Dated: August 8, 2014


Maria Olvera, Executive Secretary



Department of Human Resources · 555 Santa Clara Street · Vallejo · CA · 94590 · 707.648.4363

DATE: August 11, 2014
TO: Civil Service Commission
FROM: Maria Olvera, Executive Secretary, Civil Service Commission 
SUBJECT: Approve revisions to the classification specifications of Housing Specialist I-II

RECOMMENDATION

Approve revisions to classifications of Housing Specialist I-II, represented by the International Brotherhood of Electrical Workers (IBEW).

SUMMARY & DISCUSSION

At the request of the Housing and Community Development Division, the Human Resources Department has updated and revised the classification specifications for Housing Specialist I-II. The current Housing and Community Development Division Manager requested revisions based upon changes in the operational needs of the housing programs managed by the Vallejo Housing Authority. In addition, a change in philosophy from compliance through enforcement to compliance through education is reflected in the proposed revisions to essential duties, skills, knowledge and ability of people hired into this job class. The desired skill set emphasizes strong communication and customer service skills. In addition, several changes in federal and state housing programs have prompted changes to the programs that City of Vallejo Housing Specialist I-II employees are responsible for coordinating. The proposed revisions to the classification specifications for Housing Specialist I-II reflect current Housing Division needs as well as the skills, knowledge and abilities needed to deliver high quality housing services and programs to the public.

At this time, the City of Vallejo Human Resources Department requests consideration and formal approval of the proposed revisions to the class specifications of Housing Specialist I-II. The proposed revisions more clearly define the essential functions, distinguishing characteristics, knowledge, ability, education, experience, and working conditions of Housing Specialist I-II.

Attached is a red-lined, mark-up copy of the changes made as well as the proposed final version.

Union Notification

The IBEW has been provided notice and a copy of the proposed revisions.

CONTACT: Anne Putney, Housing and Community Development Manager, (707) 648-4408
Janet Thiessen, Human Resources Program Manager, (707) 648-4106

ATTACHMENTS: Proposed Housing Specialist I-II Class Specification (Mark up Version)
Proposed Housing Specialist I-II Class Specification (Proposed Final Version)



**CITY OF VALLEJO
CLASSIFICATION SPECIFICATION**

Date Adopted by CSC _____ Revised 2/11/13 New _____ Class Code 02224 Pay Grade 25A Bargaining Unit IBEW EEOC Category 06/09 FLSA <u>Non-Exempt</u>	Salary Range: Hourly 20.77 – 25.24 Bi- Weekly 1,661.70 – 2,019.81 Monthly 3,600.36 – 4,376.25 Annual 43,204.30 – 52,515.01
Date Adopted by CSC _____ Revised 2/11/13 New _____ Class Code 02225 Pay Grade 29A Bargaining Unit IBEW EEOC Category 06/09 FLSA <u>Non-Exempt</u>	Salary Range: Hourly 22.91 – 27.85 Bi- Weekly 1,833.39 – 2,228.51 Monthly 3,972.35 – 4,828.44 Annual 47,668.19 – 57,941.31

HOUSING SPECIALIST I/II

DEFINITION

~~To provide information to participants regarding the Housing Authority's provision of housing assistance; to perform eligibility determinations, inspections of properties under contract and properties for rent, landlord outreach, new leases, reexaminations and terminations; to monitor and determine current, local housing unit leasing rates and to negotiate rental agreements; and to prepare confidential and technical documents pertaining to housing agreements and contracts.~~
 This position exists to provide timely and accurate assistance to Vallejo Housing Authority (VHA) Housing Choice Voucher (HCV) program participants in a manner that provides excellent customer service and meets HUD regulations and VHA policies. Specifically, the position: performs initial and ongoing eligibility determinations; inspections of units prior to occupancy by HCV participants and while participants are residing in the units; conduct landlord outreach; monitor and determine local rental housing rates and negotiate rental agreements; conduct investigations; conduct new participant briefings; prepare and maintain technical and confidential documents; represent the City and the VHA in a positive and professional manner; and complete other housing-related tasks. This position may also serve as the HCV Family Self-Sufficiency Coordinator.

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DISTINGUISHING CHARACTERISTICS

Housing Specialist I - This is the entry level class in the Housing Specialist series. This class is distinguished from the Housing Specialist II by the performance of the more routine and less difficult and complex tasks and duties assigned to positions within the Housing Specialist series. This class is a training class; employees may have only limited related work experience. It is a flexibly staffed class which requires that the entry level Housing Specialist I be promoted to the full journey level upon the completion of the probationary period and certifications of successful completion of training from approved industry experts in the areas of Eligibility, Occupancy, and Housing Quality Standards.

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Housing Specialist II - This is the journey level class in the Housing Specialist series. Positions in this class are flexibly staffed and are normally filled by advancement from the Housing Specialist I level or, when filled from the outside, by having prior experience.

Employees within this class are distinguished from the Housing Specialist I by the performance of the full range of duties as described. Assignments are performed within a framework of established procedures and employees are expected to perform the full range of duties with only occasional instruction or assistance only as new or unusual situations arise.

Employees in this class are distinguished from the Senior Housing Specialist class in that the latter is the advanced-journey and/or lead class. A Senior Housing Specialist, on a regular and recurring basis, provides lead direction to three or more lower level technical staff and/or performs the most complex and sensitive

technical housing assistance duties.

SUPERVISION RECEIVED AND EXERCISED

Housing Specialist I

Receives immediate supervision from supervisory or management staff and may receive lead direction from a Housing Specialist II, or a Senior Housing Specialist.

Housing Specialist II

Receives general supervision from supervisory or management staff and may receive lead direction from a Senior Housing Specialist.

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ESSENTIAL DUTIES

Housing Specialist II

Receives general supervision from supervisory or management staff.

ESSENTIAL DUTIES

Important responsibilities and duties may include, but are not limited to, the following:

The Housing Specialist must be able to learn and apply procedures that ensure timely, thorough, accurate, and equitable service to all applicants and participants in the Vallejo Housing Authority programs. The Housing Specialist must be viewed by clients as professional, helpful, and efficient. To ensure eligibility of applicants and participants, and compliance by property owners and/or managers, the Housing Specialist will:

Determine initial and continued eligibility of program participants through a face-to-face interview process; interview housing applicants; investigate and verify applicant and participant information; contact applicants and participants to clarify informational resolve discrepancies; manage the applicant waiting lists and calculate rent adjustments.

Inspect properties to determine compliance with the requirements of Section 8 the HCV's Housing Quality Standard; rental assistance programs regarding housing quality and general conditions of safety and sanitation; advise property owners and participants tenants of maintenance needs; document repair requirements; conduct damage and move out inspections; counsel tenants, property owners and/or managers to avoid disputes; conduct follow up inspections of requirements; and verify completed work and repairs.

Perform regularly scheduled reexaminations of participants' financial situations to ensure continued eligibility; make appropriate rent adjustments.

Provide clear and thorough information to participants regarding moving from one Housing Authority jurisdiction to another; procedures for terminating the current rental agreement and other necessary requirements; and complete the process for participants moving into this jurisdiction from another

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~~jurisdiction. Counsel participants regarding portability, procedures for terminating the current rental agreements and other necessary requirements; research Section 8 availability in various areas; perform procedures for participants moving into the area from another Housing Authority jurisdiction.~~

~~Interview and confer Work with realtors, property managers, or owners, and others to negotiate total monthly rents; prepare and process Housing Assistance Payments Contracts, contract terminations, and amendments.~~

~~Comply with operational procedures, policies, regulations, and legal mandates pertaining to public housing programs and enforced by the City of Vallejo and the Vallejo Housing Authority.~~

~~Conduct individual and group briefing sessions and answer participants' questions.~~

~~Prepare correspondence to various agencies, landlords, and businesses to verify applicant data.~~

~~Perform technical clerical functions pertaining to occupancy eligibility; prepare briefing packets; investigate searches and locate sources of information; maintain landlord information data bases.~~

~~Answer technical questions; prepare routine and confidential correspondence and reports.~~

~~Operate and maintain Ensure accuracy in data transmitted to special Housing and Urban Development (HUD) computer programs using word processing, spreadsheet and on-line computer programs.~~

~~Perform related duties and responsibilities as required.~~

COMMUNICATION AND CUSTOMER SERVICE

~~Through effective communication, the Housing Specialist upholds department values of fairness, respect and collaboration. The Housing Specialist will:~~

~~Conduct interviews with applicants, participants, property owners/managers, and other agencies in a way that gathers required information and accomplishes goals while showing respect for all concerned.~~

~~Counsel participants and property owners and/or managers in a way that avoids or resolves disputes.~~

~~Use a problem solving approach with participants, property owners and/or managers, fellow staff, and other departments or agencies toward resolving any issues that arise.~~

~~Conduct individual and group briefing sessions that are announced with proper notice, are well-organized, contain up-to-date information, and encourage questions and discussion.~~

~~Prepare and deliver written and electronic correspondence to participants, property owners, and various agencies and businesses that are written in proper business English and are clear, concise, and timely.~~

~~Communicate verbally with people from diverse cultural and socio-economic backgrounds and those with disabilities in a way that engenders trust, assures understanding and promotes the individual's ability to comply with regulations. When necessary, arrange for interpretation for clients with limited English language proficiency.~~

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KNOWLEDGE AND ABILITIES

Housing Specialist I

Knowledge of:

Techniques for working with a variety of individuals from diverse cultural and socio-economic backgrounds and those with disabilities

Modern office practices, methods and procedures

Modern English usage, spelling, grammar, and punctuation

Standard office machines and equipment, including computer terminals, business software, and applicable electronic equipment, such as field entry devices and cellular phones

Experience with personal computers, a good working knowledge of Microsoft Word and Excel, and ability to learn other software programs

Experience keeping records in paper and electronic formats

Experience with preparing business letters and documents

Excellent verbal and written communications skills

Record keeping principles and practice

Knowledge of (Con't):

Basic mathematical computations

~~Techniques for working with a variety of individuals from diverse cultural and socio-economic backgrounds~~

Ability to:

Learn methods, trends, and techniques pertaining to the operation of a public housing system and housing inspections

Learn the operational procedures, policies, regulations, and legal mandates pertaining to public housing programs and enforced by the City and the Housing Authority

~~Obtain certifications from approved industry experts in the areas of Eligibility, Occupancy, and Housing Quality Standards within one year from date of hire or at first available training~~

~~Learn to read and interpret complex building plans, specifications and building codes~~

Learn to accurately interpret legal mandates, policies, rules and regulations, and apply them to a variety of occupancy eligibility procedures

~~Demonstrate good interpersonal skills~~

~~Communicate and conduct business in an empathetic, yet professional manner, with clients in difficult situations~~

~~Work effectively in a team setting and collaborate with team members in solving problems and improving services~~

~~Balance multiple deadlines and conflicting demands~~

~~Proactively solve problems~~

Learn to create and maintain a variety of filing systems such as alphabetical, numerical, subject matter, etc., and prepare indices and cross reference files

Learn to interpret narrative information from tables, forms and computerized documents

Learn to interview and counsel people from diverse cultural and socio-economic backgrounds

Learn to multi-task, set priorities, and meet deadlines under stressful conditions

Learn to negotiate Housing Assistance Payments Contracts, contract terminations, and contract amendments

Perform complex and specialized technical and clerical work utilizing independent judgment, and requiring speed and accuracy

Prepare clear, concise, and comprehensive reports

Type and word process documents at a speed necessary for successful job performance

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Understand and carry out oral and written directions

Ability to (Con't):

Communicate clearly and concisely, both orally and in writing with hostile or emotionally upset clients

Establish and maintain effective working relationships with those contacted in the course of work and maintain a positive public image

Housing Specialist II

In addition to the qualifications stated in Housing Specialist I:

Knowledge of:

Techniques used to interview and counsel people from diverse cultural and socio-economic backgrounds and those with disabilities

Legal mandates, rules, regulations, local policies and plans relating to housing and occupancy eligibility procedures

Operational procedures, policies, rules, regulations and legal provisions specific to the assignment

Practices and procedures used in housing inspections

Related codes and ordinances pertaining to public housing programs and enforced by the City and the Housing Authority

Ability to:

~~Read and interpret complex building plans, specifications and building codes~~

Interpret legal mandates, policies, rules and regulations, and apply them to a variety of occupancy eligibility procedures

Create and maintain a variety of filing systems such as alphabetical, numerical, subject matter, etc.; and prepare indices and cross reference files

Interpret narrative information from tables, forms, and computerized documents

Interview and counsel people from diverse cultural and socio-economic backgrounds and those with disabilities

Multi-task, set priorities, and meet deadlines under stressful conditions

Negotiate rent agreements, contract terminations, and contract amendments

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MINIMUM QUALIFICATIONS

A typical way to obtain the knowledge and abilities would be:

Housing Specialist I

Experience:

Two years of experience in a social or community service agency involving public contact which required the explanation and application of rules, regulations and standards

Housing and/or social service program experience that required interaction with individuals from diverse ethnic and socio-economic backgrounds and those with disabilities is highly desirable

Note: One year of clerical experience in a housing program may be substituted for one of the two years of social services experience

Training:

Equivalent to the completion of the twelfth grade with specialized training in business practices, manual and automated record management, storage and retrieval systems. Additional college course work in social services, psychology or a field related to the intent of the class is desirable

Housing Specialist II

In addition to the qualifications stated in Housing Specialist I:

Experience:

One year of experience as a Housing Specialist I with the City of Vallejo, or one year of experience performing comparable duties in a housing services environment which required interaction with individuals from diverse ethnic and socio-economic backgrounds and individuals with disabilities.

Training:

~~Equivalent to a high school diploma with specialized training in business practices, manual and automated record management, storage and retrieval systems.~~ An Associate's Degree or certificate in business, management, social services, psychology or a field related to the intent of the class is desirable.

LICENSES AND CERTIFICATES

Housing Specialist I/II:

Possession of, or ability to obtain, a valid driver's license by appointment to the class. The driver's license must be maintained in good standing throughout employment in the Housing Specialist classification.

Possess, or obtain within one year from date of hire (at employer's expense), certifications from approved industry experts in the areas of Eligibility, Occupancy, and Housing Quality Standards.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

Position regularly requires the ability to perform word processing, data entry, and filing for several hours at a time. Position may require sitting, bending, leaning, and kneeling on an occasional basis.

Office and housing inspections environment may involve exposure to dust and noise, and require the ability to stoop, enter and exit small spaces or confined areas, climb stairs, reach overhead, and perform light lifting. Office and inspection site environment; exposure to dust and noise; some climbing, stooping, light lifting and inspection in confined areas.

Work in all weather conditions including wet, hot, cold and windy.

Department Head Signature _____ Date: _____

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**CITY OF VALLEJO
CLASSIFICATION SPECIFICATION**

Date Adopted by CSC _____ Revised <u>2/11/13</u> New _____ Class Code <u>02224</u> Pay Grade <u>25A</u> Bargaining Unit <u>IBEW</u> EEOC Category <u>06/09</u> FLSA <u>Non-Exempt</u>	Salary Range: Hourly 20.77 – 25.24 Bi- Weekly 1,661.70 – 2,019.81 Monthly 3,600.36 – 4,376.25 Annual 43,204.30 – 52,515.01
Date Adopted by CSC _____ Revised <u>2/11/13</u> New _____ Class Code <u>02225</u> Pay Grade <u>29A</u> Bargaining Unit <u>IBEW</u> EEOC Category <u>06/09</u> FLSA <u>Non-Exempt</u>	Salary Range: Hourly 22.91 – 27.85 Bi- Weekly 1,833.39 – 2,228.51 Monthly 3,972.35 – 4,828.44 Annual 47,668.19 – 57,941.31
HOUSING SPECIALIST I/II	

DEFINITION

This position exists to provide timely and accurate assistance to Vallejo Housing Authority (VHA) Housing Choice Voucher (HCV) program participants in a manner that provides excellent customer service and meets HUD regulations and VHA policies. Specifically, the position: performs initial and ongoing eligibility determinations; inspect units prior to occupancy by HCV participants and while participants are residing in the units; conduct landlord outreach; monitor and determine local rental housing rates and negotiate rental agreements; conduct investigations; conduct new participant briefings; prepare and maintain technical and confidential documents; represent the City and the VHA in a positive and professional manner; and complete other housing-related tasks. This position may also serve as the HCV Family Self-Sufficiency Coordinator.

DISTINGUISHING CHARACTERISTICS

Housing Specialist I - This is the entry level class in the Housing Specialist series. This class is distinguished from the Housing Specialist II by the performance of the more routine and less difficult and complex tasks and duties assigned to positions within the Housing Specialist series. This class is a training class; employees may have only limited related work experience. It is a flexibly staffed class which requires that the entry level Housing Specialist I be promoted to the full journey level upon the completion of the probationary period and certifications of successful completion of training from approved industry experts in the areas of Eligibility, Occupancy, and Housing Quality Standards.

Housing Specialist II - This is the journey level class in the Housing Specialist series. Positions in this class are flexibly staffed and are normally filled by advancement from the Housing Specialist I level or, when filled from the outside, by having prior experience.

Employees within this class are distinguished from the Housing Specialist I by the performance of the full range of duties as described. Assignments are performed within a framework of established procedures and employees are expected to perform the full range of duties with only occasional instruction or assistance only as new or unusual situations arise.

Employees in this class are distinguished from the Senior Housing Specialist class in that the latter is the advanced-journey and/or lead class. A Senior Housing Specialist, on a regular and recurring basis, provides lead direction to three or more lower level technical staff and/or performs the most complex and sensitive technical housing assistance duties.

SUPERVISION RECEIVED AND EXERCISED

Housing Specialist I

Receives immediate supervision from supervisory or management staff and may receive lead direction from a Housing Specialist II or a Senior Housing Specialist.

Housing Specialist II

Receives general supervision from supervisory or management staff and may receive lead direction from a Senior Housing Specialist.

ESSENTIAL DUTIES

Important responsibilities and duties may include, but are not limited to, the following:

The Housing Specialist must be able to learn and apply procedures that ensure timely, thorough, accurate, and equitable service to all applicants and participants in the Vallejo Housing Authority programs. The Housing Specialist must be viewed by clients as professional, helpful, and efficient. To ensure eligibility of applicants and participants, and compliance by property owners and/or managers, the Housing Specialist will:

Determine initial and continued eligibility of program participants through a face-to-face interview process; investigate and verify applicant and participant information; contact applicants and participants to resolve discrepancies; and calculate rent adjustments.

Inspect properties to determine compliance with the requirements of the HCV's Housing Quality Standard; advise property owners and participants of maintenance needs; document repair requirements; and verify completed work and repairs.

Provide clear and thorough information to participants regarding moving from one Housing Authority jurisdiction to another; procedures for terminating the current rental agreement and other necessary requirements; and complete the process for participants moving into this jurisdiction from another jurisdiction.

Work with property managers, owners, and others to negotiate total monthly rents; prepare and process Housing Assistance Payments Contracts, contract terminations, and amendments.

Comply with operational procedures, policies, regulations, and legal mandates pertaining to public housing programs and enforced by the City of Vallejo and the Vallejo Housing Authority.

Prepare correspondence to various agencies, landlords, and businesses to verify applicant data.

Perform technical clerical functions pertaining to occupancy eligibility; prepare briefing packets; investigate and locate sources of information; maintain landlord information data bases.

Answer technical questions; prepare routine and confidential correspondence and reports.

Ensure accuracy in data transmitted to special Housing and Urban Development (HUD) computer programs using word processing, spreadsheet and on-line computer programs.

Perform related duties and responsibilities as required.

COMMUNICATION AND CUSTOMER SERVICE

Through effective communication, the Housing Specialist upholds department values of fairness, respect and collaboration. The Housing Specialist will:

Conduct interviews with applicants, participants, property owners/managers, and other agencies in a way that gathers required information and accomplishes goals while showing respect for all concerned.

Counsel participants and property owners and/or managers in a way that avoids or resolves disputes.

Use a problem solving approach with participants, property owners and/or managers, fellow staff, and other departments or agencies toward resolving any issues that arise.

Conduct individual and group briefing sessions that are announced with proper notice, are well-organized, contain up-to-date information, and encourage questions and discussion.

Prepare and deliver written and electronic correspondence to participants, property owners, and various agencies and businesses that are written in proper business English and are clear, concise, and timely.

Communicate verbally with people from diverse cultural and socio-economic backgrounds and those with disabilities in a way that engenders trust, assures understanding and promotes the individual's ability to comply with regulations. When necessary, arrange for interpretation for clients with limited English language proficiency.

KNOWLEDGE AND ABILITIES

Housing Specialist I

Knowledge of:

Techniques for working with a variety of individuals from diverse cultural and socio-economic backgrounds and those with disabilities

Modern office practices, methods and procedures

Modern English usage, spelling, grammar, and punctuation

Standard office machines and equipment, including computer terminals, business software, and applicable electronic equipment, such as field entry devices and cellular phones

Experience with personal computers, a good working knowledge of Microsoft Word and Excel, and ability to learn other software programs

Experience keeping records in paper and electronic formats

Experience with preparing business letters and documents

Excellent verbal and written communications skills

Record keeping principles and practice

Knowledge of (Con't):

Basic mathematical computations

Ability to:

Learn methods, trends, and techniques pertaining to the operation of a public housing system and housing inspections

Learn the operational procedures, policies, regulations, and legal mandates pertaining to public housing programs and enforced by the City and the Housing Authority

Obtain certifications from approved industry experts in the areas of Eligibility, Occupancy, and Housing Quality Standards within one year from date of hire or at first available training

Learn to accurately interpret legal mandates, policies, rules and regulations, and apply them to a variety of occupancy eligibility procedures

Demonstrate good interpersonal skills

Communicate and conduct business in an empathetic, yet professional manner, with clients in difficult situations

Work effectively in a team setting and collaborate with team members in solving problems and improving services

Balance multiple deadlines and conflicting demands

Proactively solve problems

Learn to create and maintain a variety of filing systems such as alphabetical, numerical, subject matter, etc., and prepare indices and cross reference files

Learn to interpret narrative information from tables, forms and computerized documents

Learn to interview and counsel people from diverse cultural and socio-economic backgrounds

Learn to multi-task, set priorities, and meet deadlines under stressful conditions

Learn to negotiate Housing Assistance Payments Contracts, contract terminations, and contract amendments

Perform complex and specialized technical and clerical work utilizing independent judgment, and requiring speed and accuracy

Prepare clear, concise, and comprehensive reports

Type and word process documents at a speed necessary for successful job performance

Understand and carry out oral and written directions

Ability to (Con't):

Communicate clearly and concisely, both orally and in writing with hostile or emotionally upset clients

Establish and maintain effective working relationships with those contacted in the course of work and maintain a positive public image

Housing Specialist II

In addition to the qualifications stated in Housing Specialist I:

Knowledge of:

Techniques used to interview and counsel people from diverse cultural and socio-economic backgrounds and those with disabilities

Legal mandates, rules, regulations, local policies and plans relating to housing and occupancy eligibility procedures

Operational procedures, policies, rules, regulations and legal provisions specific to the assignment

Practices and procedures used in housing inspections

Related codes and ordinances pertaining to public housing programs and enforced by the City and the Housing Authority

Ability to:

Interpret legal mandates, policies, rules and regulations, and apply them to a variety of occupancy eligibility procedures

Create and maintain a variety of filing systems such as alphabetical, numerical, subject matter, etc.; and prepare indices and cross reference files

Interpret narrative information from tables, forms, and computerized documents

Interview and counsel people from diverse cultural and socio-economic backgrounds and those with disabilities

Multi-task, set priorities, and meet deadlines under stressful conditions

Negotiate rent agreements, contract terminations, and contract amendments

MINIMUM QUALIFICATIONS

A typical way to obtain the knowledge and abilities would be:

Housing Specialist I

Experience:

Two years of experience in a social or community service agency involving public contact which required the explanation and application of rules, regulations and standards

Housing and/or social service program experience that required interaction with individuals from diverse ethnic and socio-economic backgrounds and those with disabilities is highly desirable

Note: One year of clerical experience in a housing program may be substituted for one of the two years of social services experience

Training:

Equivalent to the completion of the twelfth grade with specialized training in business practices, manual and automated record management, storage and retrieval systems. Additional college course work in social services, psychology or a field related to the intent of the class is desirable

Housing Specialist II

In addition to the qualifications stated in Housing Specialist I:

Experience:

One year of experience as a Housing Specialist I with the City of Vallejo, or one year of experience performing comparable duties in a housing services environment which required interaction with individuals from diverse ethnic and socio-economic backgrounds and individuals with disabilities.

Training:

An Associate's Degree or certificate in business, management, social services, psychology or a field related to the intent of the class is desirable.

LICENSES AND CERTIFICATES

Housing Specialist I/II:

Possession of, or ability to obtain, a valid driver's license by appointment to the class. The driver's license must be maintained in good standing throughout employment in the Housing Specialist classification.

Possess, or obtain within one year from date of hire (at employer's expense), certifications from approved industry experts in the areas of Eligibility, Occupancy, and Housing Quality Standards.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

Position regularly requires the ability to perform word processing, data entry, and filing for several hours at a time. Position may require sitting, bending, leaning, and kneeling on an occasional basis.


Office and housing inspections environment may involve exposure to dust and noise, and require the ability to stoop, enter and exit small spaces or confined areas, climb stairs, reach overhead, and perform light lifting.

Work in all weather conditions including wet, hot, cold and windy.

Department Head Signature _____ **Date:** _____



Department of Human Resources · 555 Santa Clara Street · Vallejo · CA · 94590 · 707.648.4363

DATE: August 11, 2014
TO: Civil Service Commission
FROM: Maria Olvera, Executive Secretary, Civil Service Commission 
SUBJECT: Approve revisions to the classification specifications of Communications Operator I-II

RECOMMENDATION

Approve revisions to classifications of Communications Operator I-II, represented by the International Brotherhood of Electrical Workers (IBEW).

SUMMARY & DISCUSSION

At the request of the Police Department, the Human Resources Department worked to update and revise the class specifications for Communications Operator I-II in October of 2013. As part of that process, a review of the current class specifications was undertaken and revisions were recommended that more accurately reflect the full scope of duties, responsibilities, job requirements, and working conditions of the positions.

In the absence of a quorum for the Civil Service Commission at that time, and in order to meet business and operational needs on behalf of the City, staff revised the class specifications pending formal approval by the Commission as soon as practicable once a quorum could be obtained. Therefore, revisions to the class specification for Communications Operator I-II were implemented in October 2013.

At this time, the City of Vallejo Human Resources Department requests consideration and formal approval of revisions to the class specifications of Communications Operator I and II. The changes more clearly define the essential functions, distinguishing characteristics, knowledge, ability, education and experience, and working conditions of Communications Operator I-II.

Attached is a memorandum from Police Chief Joseph Kreins requesting that the Civil Service Commission approve the revisions to the classification specification for Communications Operator I-II. Also attached is a redlined copy of the changes made as well as the proposed final version.

Union Notification

The IBEW has been consulted regarding this proposed revision and concurs with the recommendation.


CONTACT: James O'Connell, Captain, (707) 649-5459
Janet Thiessen, Human Resources Program Manager (707) 648-4106

ATTACHMENTS: Memorandum from Joseph Kreins, Police Chief
Proposed Communications Operator I-II Class Specification (Mark Up Version)
Proposed Communications Operator I-II Class Specification (Proposed Final Version)

OFFICE OF THE CHIEF OF POLICE
VALLEJO POLICE DEPARTMENT

August 4, 2014

TO: Civil Service Commission

FROM: Joseph M. Kreins, Chief of Police 

SUBJECT: Communications Operator I and II Classifications

The purpose of this memorandum is to request your support and approval of the revisions annotated in the associated staff report to the Communications Operator I and II classifications.

The job of being a public safety dispatcher has changed and evolved over the years. We feel that the changes noted in the staff report more accurately reflect the functions of a Communications Operator I and II and will aid us in recruiting and selecting the most qualified applicants to serve the City of Vallejo.

If you have any questions, please feel free to contact Captain Jim O'Connell at 649- 5459.



**CITY OF VALLEJO
CLASSIFICATION SPECIFICATION**

Date Adopted by CSC 08/14/010 Revised _____ New _____ Class Code 02245 Pay Grade 0023 Bargaining Unit IBEW EEOC Category 03 FLSA <u>Non-Exempt</u>	Salary Range: Hourly 19.67 – 23.91 Bi- Weekly 1,573.72 – 1,912.86 Monthly 3,409.73 – 4,144.52 Annual 40,916.72 – 49,734.26
Date Adopted by CSC 08/14/010 Revised _____ New _____ Class Code 02250 Pay Grade 00354 Bargaining Unit IBEW EEOC Category 03 FLSA <u>Non-Exempt</u>	Salary Range: Hourly 26.44 – 32.14 Bi- Weekly 2,115.98 – 2,571.99 Monthly 4,584.63 – 5,572.65 Annual 55,015.58 – 66,871.79

**COMMUNICATIONS OPERATOR I
COMMUNICATIONS OPERATOR II**

DEFINITION

To perform a variety of complex duties in direct support of public safety personnel including receipt, interpretation, and dispatching of calls for law enforcement, fire, ambulance and other emergency assistance; direct fire and medical emergencies to the proper agency for response; accurately utilize a computer-aided dispatch system to initiate a response to effectively handle emergencies; utilize a two-way radio system to communicate with field units; accurately maintain the status of all field units; and provide information and assistance to the public; taking police reports, conducting traffic investigations, conducting crime scene searches, and to provide information and assistance to the public. Upon completion of initial training and probationary periods, incumbents may be rotated into the Patrol Division for up to a four month period

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DISTINGUISHING CHARACTERISTICS

Communications Operator I - This is the entry/trainee level class in the Communications Operator series. This class is distinguished from the Communications Operator II by the performance of the more routine tasks and duties assigned to positions within the series in the Communications Section. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Incumbents are expected to promote to the Communications Operator II level after satisfactory completion of an eighteen month probationary period and when experience and education requirements for the Communications Operator II level are met.

Communications Operator II - This is the full journey level class within the Communications Operator series. Employees within this class are distinguished from the Communications Operator I by the performance of the full range of duties as assigned in the Communications Section and/or the Patrol Division. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Communications Operator I level, or when filled from the outside, have prior public safety dispatch or police officer experience. Newly hired employees are expected to satisfactorily complete an eighteen month probationary period. Incumbents from within the Vallejo Police Department who were formerly classified as Communications Operator I employees must satisfactorily complete a six month probationary period following promotion to Communications Operator II.

SUPERVISION RECEIVED AND EXERCISED

Communications Operator I

Receives immediate supervision from a Communications Supervisor ~~and receives functional supervision from Patrol Supervisors, to include the On-Duty Watch Commander.~~

Communications Operator II

Receives general supervision from a Communications Supervisor in the Communications Center ~~and Patrol Supervisors, to include the On-Duty Watch Commander, or a Sergeant in the Patrol Division.~~

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

When Functioning in the Communications Center:

~~Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations. Enters relevant information by computer keyboard and accurately transmits messages for dispatching. Receive emergency service calls from the public requesting law enforcement, fire, ambulance or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures operating a computer aided dispatch system.~~

~~Assigns calls to police units for necessary action, determining the appropriate units required for response. Coordinates when necessary with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and actively listens to police radio frequencies to ensure correct status of officers and emergency personnel. Maintains contact with all units on assignment; maintains daily log of all field calls and units~~

~~Maintain dispatched. Maintain contact with all units on assignment; maintain status and location of law enforcement and fire field units; maintain daily log of all field calls and units dispatched.~~

~~Dispatches law enforcement or other emergency personnel and equipment. Operates a variety of communications equipment, including computer-aided dispatch terminals, radio transmitters and receivers, dispatch consoles, electronic data terminals, telephone and lease line teletype. Monitors multiple computer screens simultaneously. Enters, updates, and retrieves information from computerized databases. Input and retrieve a variety of public safety information using a computer terminal; enter, update and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.~~

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests

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~~involving other law enforcement and public safety agencies. Determines appropriate communications or research channels selected from emergency telephone lines, radio room telephone lines, business telephone lines, police radio channels, other agency radio channels, and manual computerized information systems.~~

~~Provides information to officers and field personnel expeditiously, including but not limited to, warrants, vehicles, driver's licenses, parole, and criminal history information. Interprets or clarifies coded responses from various systems for law enforcement, public safety, or other relevant parties. Confirms warrants with responsible agencies, receives and files warrants and updates status of warrants. Receives, responds to and documents requests for Division of Motor Vehicle print-outs; documents vehicle impound information.~~

~~Receive, respond to and document requests for warrants and Division of Motor Vehicles print-outs; verify, type and file warrants; document vehicle impound information.~~

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~~Accurately processes information received in the communications center and accurately disseminates that information to the appropriate concerned parties, including but not limited to; relatives of those involved; employers; hospitals; sworn and non-sworn public safety personnel at other agencies; other City departments; ambulance services; detoxification centers; tow companies; attorneys; state parole; county probation; animal control; commercial establishments; alarm companies and schools.~~

~~When appropriate, monitors other public safety and emergency preparedness radio traffic; security monitors; and takes necessary action.~~

~~Maintains a variety of automated and manual logs, records and files related to communications center dispatching activities.~~

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~~Make court appearances as required related to assigned activities.~~

~~Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of logs relating to public safety activities.~~

~~Respond to public inquiries in a courteous manner; provide information; resolve complaints in an efficient and timely manner.~~

~~Perform other work as assigned, related duties and responsibilities as required.~~

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~~***When Functioning in the Field:***~~

~~Operate a motor vehicle in the performance of assigned duties and responsibilities.~~

~~Perform communications center activities in a mobile vehicle or mobile setting.~~

~~Participate in performing a variety of civilian field and law enforcement work in direct support of sworn personnel including taking police reports, conducting traffic accident investigations and crime scene searches.~~

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~~Assist in the processing of crime scenes; photograph crime scenes; conduct latent fingerprint searches; collect evidence; write reports; prepare sketches of crime scene as required. Serve as a field or desk officer; take phone or in-person reports of criminal incidents; process requests for police reports and public information; collect and log found property; strip and pat search prisoners; fingerprint arrested parties.~~

~~Receive and process abandoned vehicle notices, maintaining control of status of reported vehicles; coordinate the removal of vehicles and notification to registered owners.~~

~~Monitor and enforce City ordinances of a non-criminal nature; investigate auto accidents of a non-criminal nature; document the accident scene; take statements from those involved and maintain appropriate paper work.~~

~~Perform a variety of routine follow-up investigative work not requiring sworn personnel; conduct interviews; take statements and gather evidence.~~

~~Respond to complaints from the public; investigate potential violations and alleged nuisances.~~

~~When Functioning in the Field:~~

~~Operate a motor vehicle in the performance of assigned duties and responsibilities.~~

~~Perform communications center activities in a mobile vehicle or mobile setting.~~

~~When Functioning in the Field (Con't):~~

~~Serve as parking enforcement officer; patrol City streets and enforce laws and regulations applicable to non-moving vehicles; write citations for overtime parking and illegal parking; assist in directing traffic.~~

~~Operate a computer terminal and printer to type, enter, modify and retrieve a wide variety of police reports and records, memoranda, letters and other material.~~

~~Make court appearances as required related to assigned activities.~~

~~Conduct routine statistical analyses related to criminal activities.~~

~~Perform a variety of general clerical and secretarial duties as required including data entry of investigative reports and filing of evidence reports, mug shots and fingerprint cards.~~

~~Respond to public inquiries in a courteous manner; provide information; resolve complaints in an efficient and timely manner.~~

~~Perform other work as assigned.~~

~~related duties and responsibilities as required.~~

QUALIFICATIONS

Communications Operator I

Knowledge of:

Customer service and professional telephone answering techniques.

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

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Ability to:

Act appropriately and decisively under stressful and/or emergency situations. Work under pressure, exercise good judgment and make sound decisions in emergency situations.

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Learn, apply and maintain knowledge of departmental rules, regulations, policies and procedures and information pertaining to law enforcement dispatch. Learn procedures used in operating Computer Aided Dispatch and 9-1-1 systems for a large agency.

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Learn policies and procedures of receiving and processing emergency calls.

Read, understand and apply a variety of call-taking information and materials.

Learn call interview and law enforcement dispatch techniques and procedures.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Utilize a two-way radio system to communicate with field units; and accurately maintain the status of all field units.

Read and effectively interpret small-scale maps, have general knowledge of surrounding geographical area and information generated from a computer screen. Learn the geographic features and streets within the area served.

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Learn general law enforcement codes, practices and methods.

Act promptly and appropriately in emergencies.

Speak clearly and concisely in a well-modulated voice pattern.

Effectively communicate with and elicit information from upset and irate citizens.

Maintain confidentiality of information.

Understand and follow both oral and written instructions promptly and accurately.

Communicate effectively in the English language in both oral and written forms.

Wear a telephone headset and be able to hear, distinguish and understand voices with background noises present.

Type accurately at a speed necessary for successful job performance. Must type a minimum of 35 words per minute.

Establish and maintain courteous and effective work relationships with subordinates, peers, supervisors and the general public.

Operate various office equipment including computer terminals.

Work various shifts as assigned.

Work flexible hours.

Sit or stand for long periods of time.

Effectively multi-task.

Provide courteous and effective customer service.

Maintain professional composure and take responsible and effective action during stressful situations.

Perform related duties as assigned.

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Understand and follow both oral and written instructions promptly and accurately.

Communicate effectively in the English language in both oral and written forms.

Wear a telephone headset and be able to hear, distinguish and understand voices with background noises present.

Type accurately at a speed necessary for successful job performance. Type a minimum of 35 words per minute.

Establish and maintain courteous and effective work relationships with subordinates, peers, supervisors and the general public.

Operate various office equipment including a computer terminal.

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Ability to (Con't):

Understand and follow both oral and written instructions promptly and accurately.

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Communicate effectively in the English language in both oral and written forms.

Wear a telephone headset and be able to hear, distinguish and understand voices with background noises present.

Type accurately at a speed necessary for successful job performance. Type a minimum of 35 words per minute.

Establish and maintain courteous and effective work relationships with subordinates, peers, supervisors and the general public.

Operate various office equipment including computer terminals.

Work various shifts as assigned.

Work courteously with the general public on the telephone or in person.

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~~Understand and follow oral and written instructions.~~

~~Communicate clearly and concisely, both orally and in writing.~~

~~Establish and maintain effective working relationships with those contacted in the course of work.~~

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Communications Operator I

Experience:

Some experience operating radio, teletypewriter or other communication equipment is highly desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by general clerical experience.

Licenses:

Possession of, or ability to obtain, an appropriate, valid California driver license upon hire.

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Tools and Equipment

Telephone console to receive 911 and non-emergency telephone calls; PC computer aided dispatch systems with mapping features and printer; Radio console controls and monitors; Headsets; Mobile Data computers; Microsoft Word and E-mail; Copy machine; Fax machine; CLETS (California Law Enforcement Telephone System (CLETS); Telecommunications Device for the Deaf and Hard of Hearing (TDD).

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Tools and Equipment

Telephone console to receive 911 and non-emergency telephone calls; PC computer aided dispatch systems with mapping features and printer; Radio console controls and monitors; Headsets; Mobile Data computers; Microsoft Word and E-mail; Copy machine; Fax machine; CLETS (California Law Enforcement Telephone System); Telecommunications Device for the Deaf and Hard of Hearing.

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Working Conditions

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.

Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and wearing a headset; occasionally performs moderate lifting, carrying, pushing, pulling, stooping. Must be able to work in an environment with randomly occurring periods that are dominated by crisis and stress-filled

conditions.

~~While performing the duties of this job, the employee may be required to sit or stand for long periods of time, talk and hear, and have intense attentiveness for prolonged Sustained periods. Sustained posture and intense attentiveness for prolonged periods. The noise level in the work environment is moderately quiet. The employee may be required to walk or move about. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.~~

~~The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to effectively monitor the computer-aided dispatch (CAD) screens and security monitors as well as the ability to adjust focus. Specific hearing abilities include constant monitoring of radio channels and the answering of telephone lines.~~

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Department Head Signature _____ Date: _____

Communications Operator II

In addition to the qualifications listed in Communications Operator I:

Knowledge of:

Procedures used in operating Computer Aided Dispatch and 9-1-1 systems for a large agency.

Policies and procedures of receiving and processing emergency calls and requests for service.

Basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Geographic features and streets within the area served.

Principles and procedures of record keeping including the maintenance and security of fire and police communications reports.

Basic principles of report preparation.

Techniques for dealing with the public in a tactful but firm manner.

Ability to:

Operate radio transmitting equipment.

Maintain familiarity with City districts and boundaries, streets, landmarks, and police jurisdictions.

Maintain confidentiality of information.

Learn the organization and functions of a municipal law enforcement agency.

Learn pertinent Federal, State, and local laws, codes and regulations.

Apply the laws, codes, policies and procedures related to the gathering of legal evidence.

Apply Federal, State, City and departmental laws, polices and procedures.

Deal with the public firmly, courteously and tactfully.

May perform training duties for Communications Operator I level employees and other in-house training.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

One year of public safety dispatching experience or three years of experience as a police officer ~~And~~ the P.O. S. T. Entry-level Dispatcher Selection Test Battery as required under P. O. S. T. guidelines.

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Training:

Equivalent to the completion of the twelfth grade. Specialized training in law enforcement practices, rules, procedures, codes and regulations is desirable.

License or Certificate

Possession of a valid, appropriate California driver's license at the time of employment.

P.O.S.T Basic Dispatcher Certificate – Required.

California Law Enforcement Telephone System (CLETS) Certificate with full access – Required. Current certification preferred, but proof of past certificate acceptable.

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Emergency Medical Dispatch (EMD) Certification – Current certification H-highly Ddesirable.

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Working Conditions

~~Office and patrol environment; exposure to dust, bodily fluids, and noise; sustained posture while sitting; intense attentiveness for prolonged periods; climbing, stooping, light lifting and investigation in confined areas.~~

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Department Head Signature _____ Date: _____

Revision approved 08/14/00, Civil Service Commission.

~~Legal opinion rendered b City Attorney's Officer permitting use of Revised Classification specification in absence of Civil Service Commission quorum; Revision approved 10/17/2013 by Civil Service Commission Executive Secretary.~~

Revision approved 08/11/2014, Civil Service Commission.

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**CITY OF VALLEJO
CLASSIFICATION SPECIFICATION**

Date Adopted by CSC <u>08/14/010</u> Revised _____ New _____ Class Code <u>02245</u> Pay Grade <u>0023</u> Bargaining Unit <u>IBEW</u> EEOC Category <u>03</u> FLSA <u>Non-Exempt</u>	Salary Range: Hourly 19.67 – 23.91 Bi- Weekly 1,573.72 – 1,912.86 Monthly 3,409.73 – 4,144.52 Annual 40,916.72 – 49,734.26
Date Adopted by CSC <u>08/14/010</u> Revised _____ New _____ Class Code <u>02250</u> Pay Grade <u>0035</u> Bargaining Unit <u>IBEW</u> EEOC Category <u>03</u> FLSA <u>Non-Exempt</u>	Salary Range: Hourly 26.44 – 32.1 Bi- Weekly 2,115.98 – 2,571.99 Monthly 4,584.63 – 5,572.65 Annual 55,015.58 – 66,871.79

**COMMUNICATIONS OPERATOR I
COMMUNICATIONS OPERATOR II**

DEFINITION

To perform a variety of complex duties in direct support of public safety personnel including receipt, interpretation, and dispatching of calls for law enforcement, fire, ambulance and other emergency assistance; direct fire and medical emergencies to the proper agency for response; accurately utilize a computer-aided dispatch system to initiate a response to effectively handle emergencies; utilize a two-way radio system to communicate with field units; accurately maintain the status of all field units; and provide information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Communications Operator I - This is the entry/trainee level class in the Communications Operator series. This class is distinguished from the Communications Operator II by the performance of the more routine tasks and duties assigned to positions within the series in the Communications Section. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Incumbents are expected to promote to the Communications Operator II level after satisfactory completion of an eighteen month probationary period and when experience and education requirements for the Communications Operator II level are met.

Communications Operator II - This is the full journey level class within the Communications Operator series. Employees within this class are distinguished from the Communications Operator I by the performance of the full range of duties as assigned in the Communications Section and/or the Patrol Division. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Communications Operator I level, or when filled from the outside, have prior public safety dispatch or police officer experience. Newly hired employees are expected to satisfactorily complete an eighteen month probationary period. Incumbents from within the Vallejo Police Department who were formerly classified as Communications Operator I employees must satisfactorily complete a six month probationary period following promotion to Communications Operator II.

SUPERVISION RECEIVED AND EXERCISED

Communications Operator I

Receives immediate supervision from a Communications Supervisor and receives functional supervision from Patrol Supervisors, to include the On-Duty Watch Commander.

Communications Operator II

Receives general supervision from a Communications Supervisor in the Communications Center and Patrol Supervisors, to include the On-Duty Watch Commander.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

When Functioning in the Communications Center:

Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations. Enters relevant information by computer keyboard and accurately transmits messages for dispatching as necessary and in accordance with established procedures operating a computer aided dispatch system.

Assigns calls to police units for necessary action, determining the appropriate units required for response. Coordinates when necessary with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and actively listens to police radio frequencies to ensure correct status of officers and emergency personnel. Maintains contact with all units on assignment; maintains daily log of all field calls and units dispatched.

Dispatches law enforcement or other emergency personnel and equipment. Operates a variety of communications equipment, including computer-aided dispatch terminals, radio transmitters and receivers, dispatch consoles, electronic data terminals, telephone and lease line teletype. Monitors multiple computer screens simultaneously. Enters, updates, and retrieves information from computerized databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement and public safety agencies. Determines appropriate communications or research channels selected from emergency telephone lines, radio room telephone lines, business telephone lines, police radio channels, other agency radio channels, and manual computerized information systems.

Provides information to officers and field personnel expeditiously, including but not limited to, warrants, vehicles, driver's licenses, parole, and criminal history information. Interprets or clarifies coded responses from various systems for law enforcement, public safety, or other relevant parties. Confirms warrants with responsible agencies, receives and files warrants and updates status of warrants. Receives, responds to and documents requests for Division of Motor Vehicle print-outs; documents vehicle impound information.

Accurately processes information received in the communications center and accurately disseminates that information to the appropriate concerned parties, including but not limited to, relatives of those involved; employers; hospitals; sworn and non-sworn public safety personnel at other agencies; other City departments; ambulance services; detoxification centers; tow companies; attorneys; state parole; county probation; animal control; commercial establishments; alarm companies and schools.

When appropriate, monitors other public safety and emergency preparedness radio traffic; security monitors; and takes necessary action.

Maintains a variety of automated and manual logs, records and files related to communications center activities.

Make court appearances as required related to assigned activities.

Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of logs relating to public safety activities.

Respond to public inquiries in a courteous manner; provide information; resolve complaints in an efficient and timely manner.

Perform other work as assigned.

When Functioning in the Field:

Operate a motor vehicle in the performance of assigned duties and responsibilities.

Perform communications center activities in a mobile vehicle or mobile setting.

Perform other work as assigned.

QUALIFICATIONS

Communications Operator I

Knowledge of:

Customer service and professional telephone answering techniques.

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

Ability to:

Act appropriately and decisively under stressful and/or emergency situations.

Learn, apply and maintain knowledge of departmental rules, regulations, policies and procedures and information pertaining to law enforcement dispatch.

Learn policies and procedures of receiving and processing emergency calls.

Read, understand and apply a variety of call-taking information and materials.

Learn call interview and law enforcement dispatch techniques and procedures.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Utilize a two-way radio system to communicate with field units; and accurately maintain the status of all field units.

Read and effectively interpret small-scale maps, have general knowledge of surrounding geographical area and information generated from a computer screen.

Learn general law enforcement codes, practices and methods.

Act promptly and appropriately in emergencies.

Speak clearly and concisely in a well-modulated voice pattern.

Effectively communicate with and elicit information from upset and irate citizens.

Maintain confidentiality of information.

Understand and follow both oral and written instructions promptly and accurately.

Communicate effectively in the English language in both oral and written forms.

Wear a telephone headset and be able to hear, distinguish and understand voices with background noises present.

Type accurately at a speed necessary for successful job performance. Must type a minimum of 35 words per minute.

Establish and maintain courteous and effective work relationships with subordinates, peers, supervisors and the general public.

Operate various office equipment including computer terminals.

Work various shifts as assigned.

Work flexible hours.

Sit or stand for long periods of time.

Effectively multi-task.

Provide courteous and effective customer service.

Maintain professional composure and take responsible and effective action during stressful situations.

Perform related duties as assigned.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Communications Operator I

Experience:

Some experience operating radio, teletypewriter or other communication equipment is highly desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by general clerical experience.

Licenses:

Possession of, or ability to obtain, an appropriate, valid California driver license upon hire.

Tools and Equipment

Telephone console to receive 911 and non-emergency telephone calls; PC computer aided dispatch systems with mapping features and printer; Radio console controls and monitors; Headsets; Mobile Data computers; Microsoft Word and E-mail; Copy machine; Fax machine; California Law Enforcement Telephone System (CLETS); Telecommunications Device for the Deaf and Hard of Hearing (TDD).

Working Conditions

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.

Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and wearing a headset; occasionally performs moderate lifting, carrying, pushing, pulling, stooping. Must be able to work in an environment with randomly occurring periods that are dominated by crisis and stress-filled conditions.

While performing the duties of this job, the employee may be required to sit or stand for long periods of time, talk and hear, and have intense attentiveness for prolonged periods. The noise level in the work environment is moderately quiet. The employee may be required to walk or move about. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to effectively monitor the computer-aided dispatch (CAD) screens and security monitors as well as the ability to adjust focus. Specific hearing abilities include constant monitoring of radio channels and the answering of telephone lines.

Communications Operator II

In addition to the qualifications listed in Communications Operator I:

Knowledge of:

Procedures used in operating Computer Aided Dispatch and 9-1-1 systems for a large agency.

Policies and procedures of receiving and processing emergency calls and requests for service.

Basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Geographic features and streets within the area served.

Principles and procedures of record keeping including the maintenance and security of fire and police communications reports.

Basic principles of report preparation.

Techniques for dealing with the public in a tactful but firm manner.

Ability to:

Operate radio transmitting equipment.

Maintain familiarity with City districts and boundaries, streets, landmarks, and police jurisdictions.

Maintain confidentiality of information.

Learn the organization and functions of a municipal law enforcement agency.

Learn pertinent Federal, State, and local laws, codes and regulations.

Apply the laws, codes, policies and procedures related to the gathering of legal evidence.

Apply Federal, State, City and departmental laws, polices and procedures.

Deal with the public firmly, courteously and tactfully.

May perform training duties for Communications Operator I level employees and other in-house training.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

One year of public safety dispatching experience **or** three years of experience as a police officer
And the P.O. S. T. Entry-level Dispatcher Selection Test Battery as required under P. O. S. T. guidelines.

Training:

Equivalent to the completion of the twelfth grade. Specialized training in law enforcement practices, rules, procedures, codes and regulations is desirable.

License or Certificate

Possession of a valid, appropriate California driver's license at the time of employment.

P.O.S.T Basic Dispatcher Certificate – Required.

California Law Enforcement Telephone System (CLETS) Certificate with full access – Required.
Current certification preferred, but proof of past certificate acceptable.

Emergency Medical Dispatch (EMD) Certification – Current certification Highly Desirable.

Department Head Signature _____ **Date:** _____

Revision approved 08/14/00, Civil Service Commission.

Revision approved 10/17/2013 by Civil Service Commission Executive Secretary.

Revision approved 08/11/2014, Civil Service Commission.