

City and County of San Francisco



Department of Human Resources

Gavin Newsom
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: May 12, 2010

Re: **Notice of Proposed Classification Actions –Final Notice No. 41 FY 2009/2010 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective May 12, 2010.

Micki Callahan
Human Resources Director

by: _____

A handwritten signature in black ink, appearing to be "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Manager
Human Resources

CC: All Employee Organizations
All Departmental Personnel Officers
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
Christina Fong, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
RAS Team Leader(s)
DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Cathy Abela, DHR
Clare Leung, MTA
Suzanne Wong, MTA
File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 41
Fiscal Year: 2009/2010
Posted Date: May 03, 2010

***RETITLE AND AMEND THE FOLLOWING JOB SPECIFICATION:
(Final job specification attached.)***

Item #	DEPT/ DIVISION	From	To
1	DEM	8239 Senior Police Communications Dispatcher	8239 Public Safety Communications Supervisor

For additional information regarding the above proposed action, please contact Cathy Abela at (415) 557-4933 or email her at Cathy.Abela@sfgov.org

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://sfdhr.org/index.aspx?page=109>

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**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: **Public Safety Communications Supervisor**

Job Code: 8239

INTRODUCTION

Under direction, supervises a group of employees engaged in the telecommunication dispatch of public safety personnel and equipment; allocates work assignments, evaluates effectiveness of subordinates, and acts as office supervisor when required; trains new personnel; assists subordinate personnel in the performance of their duties and performs the duties of a Public Safety Communications Dispatcher as circumstances warrant; checks on the condition of radio and computer terminal equipment used and reports on the need for repairs; and performs related duties as required.

DISTINGUISHING FEATURES

The Public Safety Communications Supervisor class acts as the first-line supervisor to a group of dispatchers and is responsible for training and directing subordinates engaged in dispatching duties and maintaining continuous high quality performance under stressful and emergency situations. Incumbents are distinguished from the next lower rank 8238 Public Safety Communications Dispatcher in that they perform as working supervisors and are thoroughly experienced in the operation of a two-way voice radio and other computer-assisted dispatching equipment and functions.

SUPERVISION EXERCISED: Supervises Public Safety Communication Dispatchers and Public Safety Communication Technicians

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. As a working supervisor, operates a radio-microphone control position in communicating with a number of mobile radio units and dispatching mobile public safety equipment and personnel to specific locations.
2. Trains new employees in all aspects of computer-assisted dispatch functions; police, fire and emergency medical services (EMS) department rules and regulations; Federal Communications Commission regulations; knowledge of major streets, highways and public buildings.
3. Establishes performance standards for subordinates; evaluates performance.
4. Assists in the assignment of work schedules, rest and meal periods to assure constant coverage of positions.
5. Prepares reports and records of shift activities; reports needed repair of equipment used in the performance of telecommunications duties.
6. Receives reports on fires, critical incidents and other major emergencies and pursues proper course of action; coordinates dispatching of multiple emergency services.
7. Assembles statistical data and prepares operational summaries as required; prepares and maintains operations manuals.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

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IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge, Abilities and Skills: Thorough knowledge of: the techniques, procedures and methods used in the operation of a public safety communications center; rules, regulations and procedures of the department as related to dispatch functions; knowledge of the principles and practices of supervision; general knowledge of relevant regulations of the Federal Communications Commission, and of the geography of the City.

Ability to: Impart required knowledge and skills to subordinates; operates back-up systems when necessary, reason clearly and think and act quickly in emergencies; analyze situations accurately and adopt an effective course of action.

Skill in: Operating radio receivers, transmitters and other communications equipment.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.

Five (5) years of verifiable Public Safety Dispatch experience within the last ten (10) years dispatching a combination of Police, Fire and Emergency Medical Services (with a minimum of 4 years experience in Police; 6 months in Fire and 6 months in EMS) in a large metropolitan area.

LICENSE AND CERTIFICATION

Possession of valid certifications as listed below are required as a condition of employment. Employees will be required to obtain the certifications within six (6) months after successful completion of the Department of Emergency Management training program:

1. Cardiopulmonary Resuscitation (CPR) certificate;
2. Emergency Medical Dispatcher (EMD) certificate issued by the National Academy of Emergency Medical Dispatch;
3. Emergency Fire Dispatcher (EFD) certificate issued by the National Academy of Emergency Fire Dispatch; and
4. POST (Peace Officers Standards and Training) Basic Dispatch certificate.

PROMOTIVE LINES

To: 8240 Public Safety Communication Coordinator

From: 8238 Public Safety Communication Dispatcher

ORIGINATION DATE: 2/20/79

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: **Public Safety Communications Supervisor**

Job Code: 8239

AMENDED DATE: 2/9/87, 5/12/10

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN