

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

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

Posting No: 93
Fiscal Year: 2015/2016
Posted Date: 05/27/2016
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	8237	Public Safety Communications Technician
2	8238	Public Safety Communications Dispatcher

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Victor H Vallejo, Clerk, at (415) 557-4894 or by email at Victor.h.Vallejo@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File

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

**Title: Public Safety Communications Technician
Job Code: 8237**

INTRODUCTION

Under general supervision, a Public Safety Communications Technician receives incoming emergency (911) and non-emergency telephone calls from both the public and Public Safety agencies. Essential functions of the job include: gathering, evaluating, prioritizing, documenting; documenting incident information; handling and updating record maintenance as received; typing on a computer keyboard; upholding confidentiality of information received from calls and databases; assist in the training of co-workers; providing information to callers; utilizing a multi-screen computer system, keyboard, mouse, phone system, headset, computer touch screens, while receiving calls from the public. Technician positions require considerable manual dexterity. Technicians routinely work in a fast paced environment under high stress caused by the circumstance, nature and number of emergency and non-emergency calls received. Technicians are required to work weekends, nights, holidays, and overtime. Technicians are required to work 8 or 10 hours shifts. Performing other related duties as required.

DISTINGUISHING FEATURES

This is an entry level position responsible for learning and applying methods, techniques and practices in police, fire, emergency medical call taking. It is distinguished from a dispatcher position as the technician is responsible for the call taking related functions. Dispatchers are responsible for call taking and dispatch.

SUPERVISION EXERCISED

NONE

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. Operates and monitors multi-screen computers, and phone systems in a timely manner to access information and process complaints.
2. Processes requests for police, paramedics, and fire personnel. Utilizes computer assisted medical software.
3. Processes emergency and non-emergency calls and obtains accurate information to prioritize calls appropriately.
4. Documents incoming calls by entering the information, which includes standard abbreviations, into a computer or by writing the information legibly on a card for use in dispatching assignments.
5. Evaluates the facts obtained from incoming phone calls to determine dispatch priority and

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**Title: Public Safety Communications Technician
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appropriate personnel, resources and referral agencies.

6. Assists with providing on the job training to new employees.
7. Operates telecommunications device for the hearing impaired.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Telephone and multi-screen computer communications systems as well as principles, methods, and techniques needed to operate equipment utilized by the Operations Division; ECD, Police, EMS, and Fire Department orders, organizational structure, functions of the units and divisions; ECD policies, procedures and operations; major streets, areas, buildings and public facilities within the City and County of San Francisco.

Ability and Skill to: Communicate effectively over the telephone; elicit and relay complete and accurate information; adopt an effective course of action in a timely manner; document information in a clear, organized, concise and understandable manner in using proper grammar, spelling, punctuation and vocabulary; read, understand, edit and interpret information; listen, type, speak at the same time; work harmoniously and cooperatively with others; think clearly and make sound judgments under pressure; effectively handle sensitive and critical situations; operate a computer keyboard at 40 35 wpm (net).

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a High School Diploma, or proof of successful completion of an equivalency test (GED, or California High School Proficiency Examination).

Experience:

One (1) year (2000 hours) experience in a ~~highly stressful~~ public contact position providing and/or soliciting information in person or providing a service, ~~by telephone and/or radio such as positions with heavy public contact, telephone operator or dispatching work.~~

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

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

**Title: Public Safety Communications Technician
Job Code: 8237**

To: 8238 Public Safety Communications Dispatcher
From: Entrance Examination

ORIGINATION DATE:

AMENDED DATE: 05/XX/16

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities,
and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD

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

**Title: Public Safety Communications Dispatcher
Job Code: 8238**

INTRODUCTION

Under general supervision, receives incoming telephone calls for 911 police, fire, medical emergency and non-emergency services, and dispatches public safety personnel units and equipment to respond to calls for service utilizing a two-way radio system, Computer Aided Dispatch system, multiple display terminal and other related equipment; evaluates prioritizes, documents and directs calls to appropriate resources; maintains two-way communications with police, fire and paramedic units; exercises considerable judgment in transmitting pertinent information to field units and in dispatching emergency personnel and equipment in accordance with established regulations and procedures; and performs other related duties as required.

DISTINGUISHING FEATURES

This is the entry level in the emergency communications dispatcher class series responsible for learning and applying methods, techniques and practices in police, fire and paramedic dispatching. Initially, incumbents work in a training capacity to learn all aspects police, fire and paramedic dispatching. As experience accrues, the incumbent performs with increasing independence. This class is distinguished from the 8239 Public Safety Communications Supervisor in that the latter exercises full supervisory responsibilities over staff and the work of the unit.

SUPERVISION EXERCISED

NONE

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. Operates a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information.
2. Dispatches police, fire and paramedic personnel and equipment on both routine and emergency calls to specific locations utilizing a computer aided dispatch system, multiple video display terminal, radio console and related equipment.
3. Receives emergency calls and obtains information to determine facts; evaluates such information to determine what type of response is necessary and dispatches the required police, fire or medical service.
4. Evaluates incoming reports of police, fire and medical emergencies; immediately transmits complete and accurate information to appropriate field personnel.
5. Monitors, coordinates and accurately maintains the status of incidents and record of dispatched emergency service personnel and apparatus.

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**Title: Public Safety Communications Dispatcher
Job Code: 8238**

6. Responds to public inquiries regarding paramedic service, fire rescue, police assistance, crimes, violations and other offenses; properly classifies and prioritizes any report or complaint information and determines appropriate course of action.
7. Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins.
8. Maintains record of all calls received and prepares reports of critical incidents.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Principles, practices and procedures of emergency communications for police, fire and paramedic dispatching; call evaluation techniques; general geography of city roads, streets, highways, public facilities and buildings; federal and state regulations governing the operation of communications systems for transmitting emergency information and dispatching personnel and equipment; proper office procedures and record-keeping techniques.

Ability and Skill to: Operate a public safety computer system and two-way radio; interpret federal communications and departmental regulations, policies and procedures; speak and write in English, spell correctly and communicate in a clear, concise and understandable manner; memorize names and locations; analyze situations accurately, think and act quickly in emergency situations and exercise sound judgment; work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property; work under emergency or austere conditions following a disaster; maintain an effective working relationship with supervisors and co-workers; exercise sensitivity with various members of the public; work weekends, nights, holidays, irregular hours and overtime; and ability to operate a computer terminal at ~~40~~ 35 words per minute.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education: Possession of a high school diploma or equivalent (GED, or High School Proficiency Examination).

Experience: Two (2) years of experience in a ~~highly stressful~~ public contact position providing and/or soliciting information or providing a service, ~~by telephone and/or radio such as, positions with heavy public contact answering complaints, telephone operations, or dispatching work.~~

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Title: Public Safety Communications Dispatcher
Job Code: 8238

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

Special Requirement: Essential duties require the following physical skills and work environment: Ability to work in a confined and highly stressful environment, wearing head-sets which restrict physical movement in the work area, ~~and sitting~~ and viewing video displays for extended periods of time.

PROMOTIVE LINES

To: 8239 Public Safety Communications Supervisor

From: ~~Entrance Examination~~ **8237 Public Safety Communications Technician**

ORIGINATION DATE: 4/13/70

AMENDED DATE: 2/9/87; 6/19/98; 03/20/12; **05/XX/16**

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 SFMTA SFCCD SFUSD