

**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:** 21  
**Fiscal Year:** 2010/2011  
**Posted Date:** November 05, 2010

***AMEND THE FOLLOWING JOB SPECIFICATION(S):  
(Draft job specification attached.)***

<b>Item #</b>	<b>DEPT/ DIVISION</b>	<b>Class/Title</b>
1	DEM	8239 Public Safety Communications Supervisor

**For additional information regarding the above proposed action, please contact Carmela Villasica at (415) 557-4928 or email her at [Carmela.Villasica@sfgov.org](mailto:Carmela.Villasica@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>

**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  
Maria Newport, SFERS  
Clare Leung, MTA  
Suzanne Wong, MTA  
File

**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.

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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(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.*

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.

AND

Possession of a valid POST (Peace Officers Standards and Training) Basic Dispatch certificate.

**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