



Edwin Lee
Mayor

Micki Callahan
Human Resources Director

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

Date: March 20, 2012

Re: **Notice of Proposed Classification Actions –Final Notice No. 38 FY 2011/2012 (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 March 20, 2012.

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
DHR – Employee Relations Unit
DHR – Class and Comp Unit
DHR – Recruitment and Assessment Unit
DHR – Support Services
Micki Callahan, DHR
Anita Sanchez, CSC
Linda Cosico, DHR
Maria Newport, SFERS
E-File

**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: 38
Fiscal Year: 2011/2012
Posted Date: 3/12/2011
Reposted Date: N/A

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

Item #	Job Code	Title
1	8238	Public Safety Communications Dispatcher
2	8239	Public Safety Communications Supervisor
3	8240	Public Safety Communications Coordinator

For additional information regarding this proposed classification action, please contact Christina Penland, Senior Classification and Compensation Analyst, at (415) 557-4848 or by email at Christina.Penland@sfgov.org.

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 effected parties.

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 – Employee Relations Unit
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**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.
6. Responds to public inquiries regarding paramedic service, fire rescue, police assistance,

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

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

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 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 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 by telephone and/or radio such as, positions with heavy public contact answering complaints, telephone operations, or dispatching work.

LICENSE AND CERTIFICATION

None.

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

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

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 sifting and viewing video displays for extended periods of time.

PROMOTIVE LINES

To: 8239 Public Safety Communications Supervisor

From: Entrance Examination

ORIGINATION DATE: 4/13/70

AMENDED DATE: 2/9/87; RETITLED AND AMENDED: 6/19/98, 03/20/2012

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.*

**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 8239 Public Safety Communications Supervisor class acts as the first-line supervisor to a group of 8238 Public Safety Communications Dispatchers and is responsible for training and directing subordinates engaged in dispatching duties and maintaining continuous high quality performance under stressful and emergency situations. This class is distinguished from the next lower class 8238 Public Safety Communications Dispatcher in that it is a working supervisor, thoroughly experienced in the operation of a two-way voice radio and other computer-assisted dispatching equipment and functions. This class is further distinguished from class 8240 Public Safety Communications Coordinator in that the latter ensures proper and efficient operation of the [Division of Emergency Communications](#) and is responsible for coordinating the response of multiple emergency services.

SUPERVISION EXERCISED:

Supervises 8238 Public Safety Communication Dispatchers.

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

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

**Title: Public Safety Communications Supervisor
Job Code: 8239**

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.

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 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:

High school diploma or equivalent (GED or High School Proficiency Examination).

Experience:

Five (5) years of public safety dispatch experience using computer aided dispatch systems in a primary Public Safety Answering Point (PSAP) or 911 Center in a large metropolitan area. Experience must be within the last ten (10) years, and include a minimum of four (4) years in the field of law enforcement dispatch, six (6) months in fire dispatch and six (6) months in EMS dispatch.

LICENSE AND CERTIFICATION

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

Possession of or ability to obtain within six (6) months after successful completion of the Department

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

**Title: Public Safety Communications Supervisor
Job Code: 8239**

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.

PROMOTIVE LINES

To: 8240 Public Safety Communication Coordinator

From: 8238 Public Safety Communication Dispatcher

ORIGINATION DATE: 2/20/79

AMENDED DATE: 2/9/87, 5/12/10, 11/16/10, 03/20/2012

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.*

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

**Title: Public Safety Communications Coordinator
Job Code: 8240**

INTRODUCTION

Under direction, the Public Safety Communications Coordinator maintains responsibility for the proper and efficient operation of the Emergency Communications Department Operations Division during an assigned shift. Essential functions of the position include: supervising first-line Supervisors who oversee the Dispatch staff who receive and evaluate telephone calls and dispatch Police, Fire and EMS field units to respond to emergency (911) and non-emergency calls for service over a two-way radio and the CAD system; planning, assigning, coordinating, managing, directing and evaluating the work and performance of subordinates; preparing and conducting performance evaluations; assessing subordinates training needs in job-related knowledge and performance; designing and implementing training and other programs to meet the organizational goals and objectives; training, coaching and counseling subordinates and other staff in work-related functions; making notifications; conducting internal investigations, documenting findings, and recommending corrective or disciplinary actions; preparing, presenting and maintaining departmental reports and records; performing administrative functions; promoting a safe and healthy work environment; maintaining working knowledge and understanding of public safety policies, procedures and protocols for the Emergency Communications Department, Police, Fire and Emergency Medical Services; upholding confidentiality of information received; maintaining constant communication with a variety of staff; representing the Emergency Communications Department at meetings and conducting presentations; assisting with the preparation and planning of the Operations Division's budget; working on special projects as needed; overseeing the Operations Division when necessary, and performing additional duties as required.

DISTINGUISHING FEATURES

Class 8240 Public Safety Communications Coordinator ensures proper and efficient operation of the [Division of Emergency Communications](#) and oversees and coordinates the response of multiple emergency services. This class is distinguished from class 8239 Public Safety Communications Supervisor in that the latter serves as a first line Supervisor over a group of 8238 Public Safety Communications Dispatchers and oversees the daily functions of the work of the unit.

SUPERVISION EXERCISED:

The incumbent supervises the first-line 8239 Public Safety Communications Supervisors who oversee a group of 8238 Public Safety Communications Dispatchers.

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. Maintains responsibility for optimal level of functionality as well as proper and efficient operation of the Communication Center during an assigned shift; validates and acknowledges appropriate actions of Supervisors and Dispatchers, taking appropriate steps to correct malfunctioning equipment and/or to address inappropriate actions of subordinate staff; develops training and action plans and protocols to correct the actions.

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

**Title: Public Safety Communications Coordinator
Job Code: 8240**

2. Oversees the communication and operation of both 911 emergency and the non-emergency telephone calls and two-way radio as well as personnel and equipment to ensure that emergency communication policies, procedures and operating standards are applied when communicating with the public or public safety personnel via phone, two-way radio, computer aided dispatch system, or other communication devices to support the goals and objectives of the department.
3. Oversees the coordinated response of multiple emergency services and takes appropriate course of action upon receipt of reports and request from the public, public safety agencies, Police, Fire and Medical emergencies, and makes appropriate notifications.
4. Oversees the planning, assignment, creation, and coordination of the work schedules for Supervisors and their subordinates working in the communication center; maintains an ongoing level of knowledge of staff resources, approved leaves of absences, employees out sick and limit on overtime expenditures, ensuring constant appropriate staffing coverage in Police, Fire and Medical radio communication and call taking/evaluating areas of responsibility.
5. Supervises a group of Supervisors and Dispatchers engaged in public safety communication and dispatch services; maintains constant communication with superiors, peers, subordinates, other public safety and administrative staff, etc.
6. Maintains a functional level of knowledge, ability and understanding of public safety policies and procedures for the Emergency Communications Department and multiple public safety agencies such as Police, Fire and Emergency Medical Services; maintains working knowledge and ability to operate call evaluating equipment, two-way radio, computer assisted dispatch terminal, and other communication devices as well as may be required to operate the equipment. Maintains awareness and memory recall of locations and circumstances that pose hazards to public safety field units and the public; recognizes and demonstrates an understanding of when it is appropriate to pass on and share pertinent information and when to maintain confidentiality of information. Develops action plans for day-to-day operations and emergency situations.
7. Assesses subordinates' level of knowledge of departmental policies, procedures, and the ability to apply them to achieve effective functionality of the Operations Division and to fulfill the Department's mission, goals and objectives. Assesses subordinates' level of performance and documents quality of their work, and measures performance against the standards of the operations division. Ensures performance standards are met and performance evaluations are completed in accordance with appropriate timelines and guidelines. Assists in maintaining performance standards and evaluating the effectiveness of subordinates. Prepares performance evaluations, daily observation reports, continuing education reports, and quality management complaints.
8. Trains subordinates and other staff in work related functions; oversees the training of new Dispatchers in all aspects of the call evaluating and dispatch functions; monitors and reinforces compliance of the Emergency Communications Department policies, procedures and operating standards when communicating with public safety field units via radio and/or

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

**Title: Public Safety Communications Coordinator
Job Code: 8240**

the computer assisted dispatch system, and the public via call evaluating equipment; actively coaches employees, providing constructive feedback, both positive and corrective, to maximize performance; fosters a positive work environment that is conducive to good performance.

9. Conducts or directs investigations of alleged malfeasance, misfeasance or non-compliance related to staff, equipment and fiduciary concerns with regards to established policies and procedures by the Operations Division staff. Documents findings and recommends appropriate disciplinary action; reviews existing records with the purpose of responding to inquiries and complaints; performs governmental system database record inquiries, interprets and provides criminal history data as appropriate; prepares and maintains reports and operational summaries as required. Keeps track of pay and attendance records.
10. Represents the Emergency Communications Department at public meetings and the news media; disseminates information relating to the Emergency Communications Department; informs citizens on how to resolve complaints and interprets department policies. Coordinates departmental activities with public safety agencies and other client agencies; acts as liaison with other agencies on work related activities and conducts presentations.
11. Attends meetings as directed; may be required to attend training, which may require travel.
12. Assists with the preparation and planning of the Operations Division's budget. Works on special projects as assigned.
13. Reports, responds and mobilizes as necessary. May drive a vehicle in the event of mobilization and evacuation to transport personnel and equipment to the backup site.
14. Oversees the Operations Division when necessary.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: procedures used in the operation of a public safety communications center; technical equipment and operational procedures; public safety orders and protocols, organizational structure, functions of the units and divisions of Police, EMS and/or Fire Department; public safety policies, procedures and operations; major streets, areas, buildings and public facilities within the City and County of San Francisco.

Ability to: work under pressure in an environment with a significant consequence of error; type at a rate of 40 wpm (net) on a computer keyboard utilizing windows environment and operate a computer assisted dispatch terminal; perform several tasks simultaneously; recall and retrieve facts, details, and information; interpret policies; define goals and objectives; foster cooperation, teamwork and motivation; effectively plan for contingencies; analyze and prioritize situations accurately and adopt an effective and appropriate course of action; maintain self-control, flexibility, and remain calm and focused in emergency or confrontational situations; effectively supervise; lead, plan, prioritize, set goals, assign, delegate, direct, manage, and evaluate the work and performance of subordinates working in highly stressful, emergent and confrontational situations; motivate and train subordinates; perceive, evaluate, understand, and react sensitively

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

**Title: Public Safety Communications Coordinator
Job Code: 8240**

and appropriately to the feelings and needs of others; interact tactfully, professionally and courteously with subordinates, peers, superiors, other staff, and the general public; exercise discretion, diplomacy and judgment when dealing with sensitive, critical and difficult situations; maintain an open and approachable manner; work cooperatively, harmoniously and effectively with others; effectively communicate in writing and verbally.

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:

High school diploma or equivalent (GED or High School Proficiency Examination).

Experience:

Six (6) years of public safety dispatch experience using computer aided dispatch systems in a primary Public Safety Answering Point (PSAP) or 911 Center in a large metropolitan area, which must have included three (3) years of supervisory experience equivalent to class 8239 Public Safety Communications Supervisor with the City and County of San Francisco. Experience must be within the last ten (10) years, and include a minimum of five (5) years in the field of law enforcement dispatch and one (1) year in fire and/or EMS dispatch.

LICENSE AND CERTIFICATION

1. Possession and maintenance of a valid California Class C driver's license; AND
2. Possession of a valid POST (Peace Officers Standards and Training) Basic Dispatch Certificate

Possession of or ability to obtain 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.

SUPPLEMENTAL INFORMATION

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

**Title: Public Safety Communications Coordinator
Job Code: 8240**

WORKING CONDITIONS: Coordinators routinely work in a fast-paced environment under pressure caused by the circumstance, nature and number of emergency and non-emergency calls received and processed, and must be able to multi-task and prioritize. Coordinators are required to work days, evenings, night shifts, weekends, holidays and overtime as needed. May be required to work shifts of 8, 10, or more hours, and must be willing and able to respond, report and mobilize as necessary. Must maintain all required certifications.

PROMOTIVE LINES

From: 8239 Public Safety Communications Supervisor

ORIGINATION DATE: 10/7/91

AMENDED DATE: 6/15/2001; 9/16/05, 03/20/2012

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.*