

**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:** 15  
**Fiscal Year:** 2017/2018  
**Posted Date:** 11/08/2017  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	8239	Public Safety Communications Supervisor

**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](mailto: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 Stephen Fu, Management Assistant, at (415) 701-5680 or by email at [Stephen.Fu@sfgov.org](mailto:Stephen.Fu@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 Operations  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Christopher Colandene, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

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

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

**DEFINITION**

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.

**EXAMPLES OF 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.

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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.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: 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 and Skill 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; Operate 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)~~ **Three (3)** years of **law enforcement** ~~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 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

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Emergency Fire Dispatch.

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: 8240 Public Safety Communication Coordinator  
From: 8238 Public Safety Communication Dispatcher

**ORIGINATION DATE:** 2/20/1979

**AMENDED DATE:** 2/9/1987, 5/12/10, 11/16/10, 03/20/12; 11/XX/17

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

**BUSINESS UNIT(S):** COMMN