

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
www.sfdhr.org


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

Date: May 24, 2021

Re: **Notice of Proposed Classification Actions – Final Notice No. 18 FY 2020/2021
(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 24, 2021.

Carol Isen
Human Resources Director

by: 

Steve Ponder
Classification and Compensation Director
Human Resources

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
Carol Isen, DHR
Sandra Eng, CSC
Sue Hwang, SFERS
Theresa Kao, Controller/ Budget Division
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: 18
Fiscal Year: 2020/2021
Posted Date: 05/14/2021
Reposted Date: N/A

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

Item #	Job Code	Title
1	9202	Airport Communications Dispatcher
2	9203	Senior Airport Communications Dispatcher
3	9204	Airport 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. 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.

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: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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
Carol Isen, DHR
Sandra Eng, CSC
Sue Hwang, SFERS
Theresa Kao, Controller/ Budget Division
E-File

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

**Title: Airport Communications Dispatcher
Job Code: 9202**

DEFINITION

Under general supervision, during an assigned shift, receives incoming request calls for service, both emergency and non-emergency at San Francisco International Airport; dispatches crash/fire/rescue, airfield safety, police and other personnel regarding emergencies

DISTINGUISHING FEATURES

Employees in this class work under the supervision of a Senior Airport Communications Dispatcher, which class is primarily responsible for supervising a shift of Communications Dispatchers.

SUPERVISION EXERCISED

None

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. Receives emergency and non-emergency calls and efficiently gathers, evaluates, prioritizes, and documents information from callers; properly classifies and prioritizes any report or complaint information and determines appropriate course of action.
2. Dispatches multiple emergency services and maintains the status of incidents and record of dispatched emergency service personnel and apparatus.
3. Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for police, fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins.
4. Operates Closed Circuit Television (CCTV) system for operational/officer-safety-related needs.
5. Monitors alarm systems to ensure that proper action is taken for critical alarms received.
6. Operates data terminal equipment to ascertain if vehicles are stolen and to whom vehicle is registered.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: a Public Safety Communication System; standard public safety dispatch operations procedures regarding appropriate responses to Airport, medical, police or fire incidents; emergency communications equipment; working knowledge of geography of the Airport.

Ability or Skill to: apply general rules to specific problems to attain logical answers and arrange things in the correct order; ability to read and listen to information in order to identify facts, elicit feedback, draw pertinent information and make conclusions; ability to shift back and forth between two or more sources of information and quickly and accurately compare letters and numbers both written and orally; ability to work under pressure; ability to work under pressure

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

**Title: Airport Communications Dispatcher
Job Code: 9202**

and maintain a positive attitude while exercising good judgment and making sound decisions; ability to maintain courteous and professional working relationships with callers, co-workers, and supervisors; ability to communicate clearly and concisely in English both orally and in writing; ability to perceive and respond effectively to the emotional needs of those requesting assistance; operate radio receivers, transmitters and other communications equipment; type and operate a computer data terminal at 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 equivalent (G.E.D. or High School Proficiency Examination).

Experience:

One (1) year of verifiable experience as a public safety (police/fire) dispatcher in a multi-frequency computerized dispatch/communications center.

License and Certification:

Substitution:

Completion of a twelve (12) months program equivalent to the City and County of San Francisco's Airport Communications Dispatcher Trainee Program may substitute for the one (1) year of required work experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 9203 Senior Airport Communications Dispatcher

ORIGINATION DATE: 11/12/1961

AMENDED DATE: 06/20/1963 (Retitled); 01/06/1992; 05/24/21

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

BUSINESS UNIT(S): COMMN

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

**Title: Senior Airport Communications Dispatcher
Job Code: 9203**

DEFINITION

Under direction, the Senior Airport Communications Dispatcher directs the work of a group of employees on an assigned shift engaged in the dispatching of public safety personnel and equipment and in public address paging and information.

DISTINGUISHING FEATURES

This class is distinguished from the next lower class, 9202 Airport Communications Dispatcher, by its performance as a working supervisor and thorough experience in the operation of a two-way radio and other multi-frequency computerized equipment.

SUPERVISION EXERCISED

Supervises a group of Airport Communications Dispatchers and is responsible for training and directing subordinates.

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. Supervises Communications Dispatchers engaged in public safety communication and dispatch services; acts as shift supervisor, responsible for all activities of the Communications Center during their assigned shift.
2. Monitors and reinforces compliance of Airport Communications Center policies, procedures, and federal regulations .
3. Oversees the coordinated responses of multiple emergency services and takes appropriate course of action upon receipt of reports and requests for service.
4. Oversees the communication and operation of both 911 emergency and the non-emergency telephone calls and two-way radio. .
5. Trains new employees in dispatch functions; evaluates in writing, the performance of staff members, sets goals and work plans for dispatchers and makes recommendations as to additional training needs.
6. Assigns to serve as Custodian of Records and receives and processes requests for release of CAD records and audio recordings.
7. Assembles statistical data and prepares operations summaries and manuals; prepares memos and reports; conducts investigations.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: a Public Safety Communication System; standard public safety dispatch operations procedures regarding appropriate responses to Airport, medical, police or fire incidents; emergency communications equipment; and relevant regulations of the Federal Aviation Administration and of the geography of the Airport.

Ability or Skill to: impart required knowledge and skills to subordinates; reason and think clearly, act quickly in emergencies and recognize potential problems to analyze situations accurately

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

**Title: Senior Airport Communications Dispatcher
Job Code: 9203**

and adopt an effective course of action; prioritize and respond to demands from various sources and the flexibility to perform several functions at once; maintain inquisitiveness under adverse conditions; work effectively in situations which require a high degree of emotional and physical self-control; perceive and respond appropriately to the emotional needs of others; speak clearly and concisely in English and to be understood over different types of communication devices; listen and accurately comprehend oral information; supervise and coordinate the activities of a group of Airport Communications Dispatchers; motivate dispatchers to achieve goals; read, write and prepare formal reports in a clear and comprehensive manner; operate radio receivers, transmitters and other communications equipment; type and operate a computer data terminal at 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 equivalent (G.E.D. or High School Proficiency Examination)

Experience:

Two (2) years of verifiable experience as a public safety (police/fire) dispatcher in a multi-frequency computerized dispatch/communications center.

License and Certification:

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

Substitution:

Completion of a 12 months program equivalent to the City and County of San Francisco's Airport Communications Dispatcher Trainee Program may substitute of one (1) year of the required work experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 9202 Airport Communications Dispatcher

ORIGINATION DATE: 05/28/1965

AMENDED DATE: 01/06/1992 (Retitled); 12/15/00; 05/24/21

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

BUSINESS UNIT(S): COMMN

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

**Title: Airport Communications Supervisor
Job Code: 9204**

DEFINITION

Under direction, the Airport Communications Supervisor is in charge of and responsible for the proper and efficient operation of the 911 communications center at the San Francisco International Airport and supervises a staff of communications employees engaged in a variety of clerical and operational activities;

DISTINGUISHING FEATURES

Class 9204 Airport Communication Supervisor is distinguished from Class 9203 Senior Airport Communications Dispatcher in that the latter acts as first-line supervisor to a group of dispatchers and is responsible for training and directing subordinates engaged in dispatching duties, while the Airport Communications Supervisor performs more complex and higher level duties and oversees the daily functions of the work of the unit.

SUPERVISION EXERCISED

Supervises subordinate staff.

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. Supervises Senior Airport Communications Dispatchers and other subordinate staff and oversees the daily operations of a 24/7 section engaged in public safety communication, dispatch services and customer service.
2. Maintains radios, public address system and other communication equipment; directs the testing of the Airport Central Alarm System; monitors elevator, garage, fire and parking-lot hold-up alarm systems.
3. As assigned, represents the airport department in presenting, amplifying upon and proposing solutions for design changes or additions to the communication system; prepares initial drafts of specifications for new communication equipment.
4. Develops and administers training programs, standard operating procedures, and other related programs to meet the organizational goals and objectives; prepares and conducts performance evaluations; recommends corrective or disciplinary actions.
5. Oversees the maintenance of records and statistics of all emergencies; maintains confidentiality of information received; prepares, presents, and maintains departmental reports and records; conducts and directs investigations of alleged complaints related to staff and documents findings.
6. Assists in the preparation and planning of the budget requirements for communications section; attends meeting and or trainings and works on special projects.
7. May drive a vehicle in the event of mobilization and evacuation to transport personnel and equipment to the backup site.

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

**Title: Airport Communications Supervisor
Job Code: 9204**

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: procedures used in the operation of a public safety communications center including technical equipment; organizational structure and functions of the units and divisions of the Police Department, EMS, and Fire Department; relevant regulations of the Federal Aviation Administration; major streets, areas, buildings and public facilities within San Francisco International Airport.

Ability or Skill to: supervise and direct the work of others including effectively training, leading, planning, setting goals, and evaluating the work and performance of subordinates; work under pressure and perform several tasks simultaneously; recall and retrieve facts, details and information; perceive, evaluate, understand, and react sensitively and appropriately to the feelings and needs of others; interact and work tactfully, professionally and courteously; exercise discretion, diplomacy and judgment when dealing with difficult situations; maintain an open and approachable manner; communicate effectively both orally and in writing; operate radio receivers, transmitters and other communications equipment; type and operate a computer data terminal at 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 equivalent (G.E.D. or High School Proficiency Examination).

Experience:

Four (4) years of verifiable experience as a public safety (police/fire) dispatcher in a multi-frequency computerized dispatch/communications center including two (2) years of supervisory experience equivalent to class 9203 Senior Airport Communications Dispatcher.

License and Certification:

Possession and maintenance of a valid POST (Peace Officers Standards and Training) and a valid State Motor Vehicle Operator's License.

Substitution:

Completion of a twelve (12) months program equivalent to the City and County of San Francisco's Airport Communications Dispatcher Trainee Program may substitute for one (1) year of the required work experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 9203 Senior Airport Communications Operator

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

**Title: Airport Communications Supervisor
Job Code: 9204**

ORIGINATION DATE:

AMENDED DATE: 08/24/1970; 05/24/21

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

BUSINESS UNIT(S): COMMN