

**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 operates a central telephone exchange, a public information center and a fire, security and emergency alarm system at San Francisco International Airport; dispatches crash/fire/rescue, medical, airfield safety, police and other personnel regarding emergencies; and performs related duties as required.

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. Operates the Airport telephone and public address system in order to provide communication at the Airport facility by receiving and distributing calls from the general public and other callers throughout the Airport.
2. Dispatches multiple emergency services and maintains the status of incidents and record of dispatched emergency service personnel and apparatus. Operates a radio-microphone control position in communicating with a number of mobile radio units in the field; dispatches mobile units and other equipment to specific locations.
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 requests, reports and emergency calls from airfield, fire, maintenance sections, and police mobile radio units; the control tower; tenants; the general public; emergency numbers; and outside agencies.
4. Operates Closed Circuit Television (CCTV) system for operational/officer-safety-related needs. Analyzes information; prioritizes calls; decides which agency is to respond and which notifications are required or desirable; logs calls.
5. Monitors alarm systems to ensure that proper action is taken for critical alarms received Responds to information utilizing over 100 phone lines including direct timelines to other emergency agencies; monitors and responds to security, fire, and life/safety computerized alarm systems.

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6. ~~Monitors other law enforcement agencies and radio frequencies and rebroadcasts pertinent information in order to assist and apprehend suspects and for officer safety.~~
7. ~~May operate~~ Operates data terminal equipment to ascertain if vehicles are stolen and to whom vehicle is registered.
8. ~~May operate automated dispatch systems with associated command and control equipment.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: ~~General knowledge of: the principles, practices and procedures of police communications work; the operation of radio receiving, transmitting and other communications equipment; a Public Safety Communication System; standard public safety dispatch operations procedures regarding appropriate responses to Airport, medical, police or fire incidents; emergency communications equipment;~~ federal regulations governing the operation of radio receiving and transmitting 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 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). ~~memorize names and locations; maintain radio log and simple records and reports; speak English clearly and concisely and spell correctly; follow instructions; reason clearly and think and act quickly in emergencies; analyze situations accurately and adopt an effective course of action; operate computer terminal 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:

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.

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~~"The examination announcement shall provide the qualifications ... and other particulars ... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)~~

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/xx/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 general 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

Senior Airport Communications Dispatcher acts as first-line Supervisors to 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; in the performance of their duties. 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. Identifies, recommends and assists in training of staff.
3. Oversees the coordinated responses of multiple emergency services and takes appropriate course of action upon receipt of reports and requests for service. Directs and monitors the handling of various emergencies in progress.
4. Oversees the communication and operation of both 911 emergency and the non-emergency telephone calls and two-way radio. Ensures the coordination of responding resources and support personnel.
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. Sets goals and work plan for dispatchers, makes recommendations as to training needs.
7. Assembles statistical data and prepares operations summaries and manuals; prepares memos and reports; conducts investigations. Maintains records and logs of the Communications Center, including voice-logging recorders.

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Title: Senior Airport Communications Dispatcher
Job Code: 9203

~~8. Prepares memos, reports and conducts investigations. Counsels and recommends discipline as necessary.~~

~~9.8. Performs other duties as assigned.~~

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;** 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 **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 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 worker **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.

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Title: Senior Airport Communications Dispatcher
Job Code: 9203

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 9202 Airport Communications Dispatcher

ORIGINATION DATE: 05/28/1965

AMENDED DATE: 01/06/1992 (Retitled); 12/15/2000; 05/xx/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
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Title: Airport Communications Supervisor
Job Code: 9204

DEFINITION

Under general direction, the Airport Communications Supervisor is in charge of and responsible for the proper and efficient operation functioning of the 911 communications section center at the San Francisco International Airport; and supervises a staff of communications employees engaged in a variety of clerical and operational activities; ~~provides administrative supervision of the maintenance of the parking garage inventory and auditing equipment; and performs related duties as required.~~

~~Requires responsibility for: Interpreting, coordinating and enforcing policies, methods and procedures related to the operation of varied communication services and parking garage control systems at the San Francisco International Airport; assisting in the planning and development of new procedures necessary for expansion of communication facilities; supervising preparation of work activity records and reports; regular important contacts with airport tenants and representatives of outside organizations relative to changes or additions to the communication system and their effect on related operational problems.~~

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., assigns and instructs a staff of airport communications operators engaged in operating a fire and emergency alarm system for the entire airport, a public address system for all flight announcements and paging, a central PBX of intra-airport telephone system, a public information center and a lost and found department.
2. Maintains radios, public address system and other communication equipment; directs the testing and maintenance of the Airport Central Alarm System; administratively supervises the maintenance of the bank, monitors elevator, garage, fire and parking-lot hold-up alarm systems; administratively supervises the preventive maintenance program regarding equipment used to audit and control the parking garage use, including traffic gates, vehicle detectors, ticket dispensers, fee indicators, traffic signals, control units, time stamps and special cash register.

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Job Code: 9204**

3. As assigned, represents the airport department in presenting, amplifying upon and proposing solutions for design changes or additions to the communication system; cooperates with air carriers to effect uniform flight announcements; 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.** Accepts, approves and issues orders for additions of or modifications to telephone system; administratively supervises the replacement and repair of defective communication parts; supervises the ordering, installation and maintenance of mobile radio equipment.
5. Publishes and distributes airport telephone directories; supervises **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** reviews the mobile radio station logs and records.
6. **Assists in the preparation and planning of the** Prepares budget requirements for communications section; **attends meeting and or trainings and works on special projects.** makes studies and prepares written and oral reports on activities of this operation.
- 6-7. **May drive a vehicle in the event of mobilization and evacuation to transport personnel and equipment to the backup site.**

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.** Requires considerable knowledge of: Airport operations policies, procedures and problems; the functions of a varied communications system.

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;** follow oral and written instructions; deal courteously, effectively and tactfully with airport tenants and representatives of outside agencies; **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).** Requires skill as a procedure writer, and mechanical aptitude.

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Title: Airport Communications Supervisor
Job Code: 9204

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). Requires completion of high school

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. ~~three years of experience at a major air terminal in handling operations activities or communications systems, or in a similar major facility handling a variety of communication equipment~~

License and Certification:

Possession and maintenance of a valid POST (Peace Officers Standards and Training) and ~~Requires possession of: A~~ valid State Motor Vehicle Operator's License; ~~a valid restricted radio telephone 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. ~~an equivalent combination of training and experience.~~

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: ~~9220 Airport Operations Supervisor~~

From: 920330 **Senior** Airport Communications Operator

ORIGINATION DATE:

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

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

BUSINESS UNIT(S): **COMMN**