

RESOLUTION NO. 18-19

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
RIPON CREATING A COMMUNICATION SUPERVISOR
POSITION

WHEREAS, the position of Lead Dispatcher was discussed at the February 13, 2018 City Council meeting during Closed Session; and

WHEREAS, an evaluation of the needs of the organization resulted in a recommendation to create a Communications Supervisor position; and

WHEREAS, the City Council of the City of Ripon is desirous of reclassifying the current "Lead Dispatcher" position to a "Communications Supervisor" position and eliminating the Lead Dispatcher position.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Ripon does hereby approve the creating of the position of Communications Supervisor to perform the duties and responsibilities set forth in the job description attached as Exhibit A and set the salary of the Communications Supervisor position at level 195 (Annual Salary: \$60,087 - \$73,036), as shown on the "Ripon Compensation Schedule Levels" table;

NOW, THEREFORE, BE IT FURTHER RESOLVED that the current Lead Dispatch position will be reclassified to this Communications Supervisor position effective March 14, 2018.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the creation of this position shall not change any other terms or conditions of the existing Employee Compensation Plan and those terms and conditions shall continue in full force and effect.

PASSED AND ADOPTED at a regular meeting of the City Council of the City of Ripon this 13th day of March, 2018, by the following vote:

RESULT: ADOPTED AS AMENDED BY CONSENT VOTE [UNANIMOUS]
MOVER: Leo Zuber, Vice Mayor
SECONDER: Dean Uecker, Council Member
AYES: Dean Uecker, Daniel de Graaf, Leo Zuber, Michael Restuccia
ABSENT: Jake Parks

THE CITY OF RIPON,
A Municipal Corporation

By: 
MICHAEL RESTUCCIA, Mayor

ATTEST:

By: 
LISA ROOS, City Clerk

COMMUNICATIONS SUPERVISOR

DESCRIPTION

Under the general supervision of the Chief of Police or his designee, performs a wide variety of non-sworn tasks including supervision and training of police dispatchers. This position is a working supervisor position. Supervisory duties are performed in addition to regular dispatch related duties. The position requires availability during unscheduled work periods in the event of an emergency situation when additional dispatch staff is needed, to coordinate coverage when staff is unable to report for regular duty or during equipment failure. This position is responsible for coordinating the dispatch schedule, taking and completing reports, providing general staff support to Police Department staff, and all other duties as assigned not requiring sworn peace officer status. This position will require the supervisor to be available for notifications, provide clarification, and to provide direction when necessary while off-duty.

DISTINGUISHING FEATURES

This classification is distinguished by its increased responsibility, supervision duties and time in classification as a Police Dispatcher. An employee in this classification will be responsible for all aspects of the hiring process including administering the POST Dispatcher exam, interviewing candidates and on-going recruitment as dispatch vacancies occur. This position will be required to perform all daily dispatching duties as well as train and supervise dispatchers and the City of Ripon E 9-1-1 PSAP Communications Center.

JOB SUMMARY

Members of this law enforcement agency hold positions of high public trust. It is imperative that all, on-duty and off-duty, conduct themselves in such a manner that does not bring disrepute on this agency or the professional image of law enforcement.

ESSENTIAL FUNCTIONS

Regular and predictable attendance

Work in harmonious work relationship with other personnel and agencies.

Manages the trust, faith and confidence of the administration.

Support and enforce the administrative and operational policies of this agency.

DUTIES

Organize, direct and supervise all operations and activities related to the emergency and non-emergency City of Ripon E-9- 1-1 PSAP Communications Center.

Supervision of dispatch personnel and other non-sworn staff who may be used to provide dispatch support when staffing levels decrease or when additional staffing is needed.

Train, schedule and evaluate the performance of assigned staff; plan and implement schedules for 24-hour Communications Center coverage and appropriate coverage.

Monitor dispatch activities and provide recommendations and implementation for improving methods, procedures and equipment.

Assist the public over the telephone, computer or in person and provide information on departmental policies and procedures in response to inquiries and complaints related to assigned area of responsibility; refers inquiries as appropriate.

Compile information, prepare and maintain a variety of records and reports related to personnel and attendance.

Perform general clerical duties related to assigned activities; compose letters and other correspondence from rough draft and/or verbal instruction.

Perform clerical duties involving accuracy and independent judgment.

Operate a computer and assigned software to input data, extract information and generate reports.

Perform Records related duties such as citation entry, processing subpoena requests and vehicle releases.

Handle requests for Public Works, Public Utilities, Phone, Cable and Cal Trans and Railroad emergency notifications.

Prepare and update manuals related to dispatch procedures.

Operate and maintain equipment related to positions supervised.

Maintain radio communications as needed.

Performs other duties as assigned.

Provide input and recommendations to changes of contact with City of Escalon Police Department.

Participate in annual meetings with Escalon Police Chief and administrative staff to maintain and foster to good working relationships between both agencies and make recommendations as needed.

Monitor accuracy of radio identifiers for portable radio and patrol units.

Process 290 PC registrations in accordance to DOJ guidelines.

Continual review of dispatch procedures and training to ensure most efficient methods are implemented and utilized.

MINIMUM QUALIFICATIONS

Knowledge of:

Be able to perform the duties and assignments as outlined in the City of Ripon job description for Police Dispatcher;

Basic law enforcement principles, procedures and terminology;

City organization, operations, radio procedures and dispatch guidelines;

Principles and practices of supervision and training;

Working knowledge of CLETS and local record databases;

Modern office practices, procedures and equipment;

Interpersonal skills using tact, patience and courtesy;

Operation of a computer and assigned software;

Record keeping and report preparation techniques;

Telephone technique and etiquette.

Ability to:

Professionally supervise dispatch staff;

Establish and maintain cooperative and effective working relationships with those contacted in the performance of required duties;

Learn and apply state, county and city codes and regulations;

Learn to interpret and apply City policies, procedures, rules and regulations;

Accurately maintain records and files.

Preparation and approval of dispatcher reports.

Deal tactfully and courteously with the public, city staff, criminal justice agencies and other community agencies.

Working knowledge of the police department's computerized systems including CLETS, Records Management, Computer Aided Dispatch, Mapping and Office type programs.

Understand and follow through with oral and written directions with little or no supervision.

Communicate clearly, accurately and effectively orally and in writing.

Use sound judgment in decision-making.

Type or input data at 45 words per minute.

Complete work with many interruptions and under pressure.

Meet schedules and deadlines; plan and organize work for self and subordinates.

Work irregular hours, shift work and mandated overtime, as necessary.

Provide input during the planning stages of community events, activities and operation plans involving the Ripon Police Department to ensure adequate dispatch staffing levels are in place for such events.

Maintain confidentiality.

EDUCATION AND EXPERIENCE:

Any combination of training and experience, which is likely to provide the required knowledge and skill, is acceptable. Bi-lingual (Spanish/English) is desirable.

Typically this includes:

- Education equivalent to graduation from high school

AND

- Four years of experience as a Police/Public Safety Dispatcher.
- Some college and/or basic supervisory training are desirable.
- Supplemental specialized training in criminology, police science or a related field.

LICENSES AND CERTIFICATES:

Possession of, or ability to, obtain and maintain a valid California Driver's License.
POST Basic Dispatcher Certificate.

WORKING CONDITIONS:

Environmental Conditions

Field environment: travel from site to site. While performing the duties of this job, the employee may have to travel to attend training courses.

Office environment: The employee will also work in a busy office environment with constant interruptions; noise level can be moderate to noisy.

Physical Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk and hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 75 pounds of weight. Specific vision abilities required by this job include close vision, color vision and the ability to adjust.

The employee must also maintain physical conditioning for walking or standing for prolonged periods of time and to operate office equipment, motorized equipment and vehicles.

Work Assignment

The employee may be required to work days, evenings, nights, weekends, holidays, other shift work and mandated overtime as part of the duties required of this position.

CAUSE FOR REMOVAL

The incumbent may be removed with or without personal fault. Reductions in the work force; the member's inability to attend regularly to work; failure to perform competently on any of this position's essential functions, duties, or responsibilities; excessive amounts of administrative costs associated with Non-scheduled Absenteeism, Work Performance Error, and Work Productivity are among major reasons for termination with or without fault. Culpable acts or inactions contrary to the mission; Professional; Code of Ethics; Oath of Office; agency rules; policies; procedures and practices; and acts of disloyalty are major reasons for termination with fault.