



City of Santa Clara

Meeting Agenda

Civil Service Commission

Monday, November 9, 2020

7:00 PM

Virtual Meeting

Pursuant to the provisions of California Governor's Executive Order N-29-20, issued on March 17, 2020, to prevent the spread of COVID-19, Committee members will be attending the meeting remotely. The City of Santa Clara has implemented methods for the public to participate remotely via Zoom link or phone call in.

To join Zoom Meeting please use this URL to join.

<https://santaclaraca.zoom.us/j/97059145929?pwd=YnJ4a2NSNXplaDZrc0FOaFplWDBKdz09>

Meeting ID: 970 5914 5929

Passcode: 793515

CALL TO ORDER AND ROLL CALL

Pledge of Allegiance

CONSENT CALENDAR

- 1.A 20-1103** [Action to Approve the Civil Service Commission Meeting Minutes of October 22, 2020](#)

Recommendation: Approve the Meeting Minutes of October 22, 2020.

- 1.B 20-1132** [Note and File the Current Status and Requisition Report dated October 31, 2020](#)

Recommendation: Note and File the Current Status and Requisition Report dated October 31, 2020

PUBLIC PRESENTATIONS

GENERAL BUSINESS

- 2 20-1127 [Request to Extend Eligible List for Street Maintenance Worker IV \(Job Code 814\) for Six \(6\) Months](#)

Recommendation: Staff recommends the Civil Service Commission approve the request to extend the eligible list for Street Maintenance Worker I (Job Code 814) by six (6) months with a new expiration date of July 9, 2021.

- 3 20-1131 [Action to Modify the Class Specifications for Public Safety Dispatcher I/II \(Job Codes 339/340\)](#)

Recommendation: Approve the modified class specification for Public Safety Dispatcher I/II (Job Codes 339/340)

- 4 20-892 [Election of Civil Service Commission Chair and Vice-Chair](#)

Recommendation: Staff recommends that the Commission conduct an election for the roles of Chair and Vice-Chair the period of November 9, 2020 through June 30, 2021, or as soon thereafter as is practicable for holding the next Commission election.

STAFF REPORT

- 5 20-1130 [Informational Presentation and Overview of Relevant Provisions of Brown Act and Public Records Act](#)

COMMISSIONERS REPORT

ADJOURNMENT



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
[@SantaClaraCity](https://twitter.com/SantaClaraCity)

Agenda Report

20-1103

Agenda Date: 11/9/2020

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Approve the Civil Service Commission Meeting Minutes of October 22, 2020

RECOMMENDATION

Approve the Meeting Minutes of October 22, 2020.



City of Santa Clara

Meeting Minutes

Civil Service Commission

10/22/2020

7:00 PM

City Hall - Council Chambers

NOTICE IS HEREBY GIVEN that, pursuant to the provisions of California Government Code §54956 ("The Brown Act") and Section 708 of the Santa Clara City Charter, the Chairperson calls for a Special Meeting of the Civil Service Commission of the City of Santa Clara, to commence and convene on Thursday, October 22, 2020, at 7:00 pm for a Special Meeting in the City Hall Council Chambers located in the East Wing of City Hall at 1500 Warburton Avenue, Santa Clara, California and Zoom Webinar, to consider the following matter(s) and to potentially take action with respect to them.

Pursuant to the provisions of California Governor's Executive Order N-29-20, issued on March 17, 2020, to prevent the spread of COVID-19, Committee members will be attending the meeting remotely. The City of Santa Clara has implemented methods for the public to participate remotely via Zoom link or phone call in.

To join Zoom Meeting please use this URL to join.

<https://santaclaraca.zoom.us/j/97059145929?pwd=YnJ4a2NSNXplaDZrc0FOaFplWDBKdz09>

Meeting ID: 970 5914 5929

Passcode: 793515

CALL TO ORDER AND ROLL CALL

Vice-Chair McAllister called the meeting to 7:04 pm, and led the meeting in the Pledge of Allegiance.

Present 4 - Vice Chair Carolyn McAllister, Commissioner Franklin Felizardo, Commissioner John Casey, and Commissioner Tahir Naim

Absent 1 - Chair Willie D. Brown Jr.

CONSENT CALENDAR

[20-906](#) Action to Approve the Civil Service Commission Meeting Minutes of September 14, 2020

Recommendation: Approve the Meeting Minutes of September 14, 2020.

A motion was made by Commissioner Naim, seconded by Commissioner Felizardo to approve the Civil Service Commission Meeting Minutes of September 14, 2020

Aye: 3 - Vice Chair McAllister, Commissioner Felizardo, and Commissioner Naim

Absent: 1 - Chair Brown Jr.

Abstained: 1 - Commissioner Casey

[20-1014](#) Action to Approve the Open Recruitment Report for October 1, 2019 through September 30, 2020

Recommendation: Approve the Open Recruitment Report for October 1, 2019 through September 30, 2020

A motion was made by Commissioner Naim, seconded by Commissioner Casey to approve the Open Recruitment Report for October 1, 2019 through September 30, 2020

PUBLIC PRESENTATIONS

None

GENERAL BUSINESS

[20-892](#) Election of Civil Service Commission Chair and Vice-Chair

Recommendation: Staff recommends that the Commission conduct an election for the roles of Chair and Vice-Chair the period of November 9, 2020 through June 30, 2021, or as soon thereafter as is practicable for holding the next Commission election.

A motion was made by Commissioner McAllister, seconded by Commissioner Casey to continue this item to the November 9, 2020 meeting.

Aye: 4 - Vice Chair McAllister, Commissioner Felizardo, Commissioner Casey, and Commissioner Naim

Absent: 1 - Chair Brown Jr.

[20-989](#)

Action to Establish Civil Service Commission Meeting and Board of Review Dates for 2021

Recommendation: Approve Civil Service Commission meeting and Board of Review dates for 2021.

A motion was made by Commissioner Felizardo, seconded by Commissioner Naim to establish Civil Service Commission Meeting and Board of Review Dates for 2021 with a start time of 7:00 pm.

Aye: 4 - Vice Chair McAllister, Commissioner Felizardo, Commissioner Casey, and Commissioner Naim

Absent: 1 - Chair Brown Jr.

[20-1011](#)

Action to Waive the Qualifying Written for Utility Field Services Worker on a One-Time Basis (Job Code 897)

Recommendation: Approve to Waive the Qualifying Written for Utility Field Services Worker on a One-Time Basis (Job Code 897)

A motion was made by Commissioner Naim, seconded by Commissioner Felizardo to waive the Qualifying Written for Utility Field Services Worker on a One-Time Basis (Job Code 897)

Aye: 4 - Vice Chair McAllister, Commissioner Felizardo, Commissioner Casey, and Commissioner Naim

Absent: 1 - Chair Brown Jr.

[20-1022](#)

Reappoint Dave Stealey to the Salary Setting Commission for a Four (4) Year Term

Recommendation: Reappoint Dave Stealey to the Salary Setting Commission for a Four (4) Year Term

A motion was made by Commissioner McAllister, seconded by Commissioner Felizardo to reappoint Dave Stealey to the Salary Setting Commission for a Four (4) Year Term.

Aye: 4 - Vice Chair McAllister, Commissioner Felizardo, Commissioner Casey, and Commissioner Naim

Absent: 1 - Chair Brown Jr.

[20-1021](#)

Conduct Applicant Interviews and Appoint Members to the Salary Setting Commission

Recommendation: Conduct interviews of applicants and appoint members to the Salary Setting Commission.

Three applications were received, one withdrew. Interviews were conducted for the two applicants. A motion was made by Commissioner Naim, seconded by Commissioner Felizardo to appoint Eric Chu to the Salary Setting Commission.

Aye: 4 - Vice Chair McAllister, Commissioner Felizardo, Commissioner Casey, and Commissioner Naim

Absent: 1 - Chair Brown Jr.

STAFF REPORT

None

COMMISSIONERS REPORT

None

ADJOURNMENT

A motion was made by Commissioner Naim, seconded by Commissioner Felizardo to adjourn the Civil Service Commission Meeting at 8:24 PM.



Agenda Report

20-1132

Agenda Date: 11/9/2020

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Note and File the Current Status and Requisition Report dated October 31, 2020

BACKGROUND

The Civil Service Commission has historically been provided with an "Open Recruitment Report" that provides a list of all vacant classified positions for which requisitions have been submitted by the various departments. It is presumed that provision of this Recruitment Report to the Commission was intended to satisfy the requirement set forth in Civil Service Rule 4.11, which states, "CURRENT STATUS AND REQUISITION REPORT: The Director of Human Resources shall inform the Commission the examinations that are to be scheduled for positions to be filled." It does not appear that there is any other pertinent Civil Service Rule.

DISCUSSION

The Recruitment Report as currently configured does not appear to provide the information set forth in Rule 4.11 with a great degree of clarity. Providing the Commission with a list of the requisitions for which current recruitments are actually occurring (and would, therefore, have examinations planned) appears to align with the Rule more closely than the Recruitment Report currently does. As such, staff has provided a document entitled "Current Status and Requisition Report" (Attachment 1) that lists only those requisitions that are currently being recruited for, and for which examinations (whether written, oral, or both) are expected to be conducted.

The new Status and Requisition Report will be a "snapshot," current as of the date of drafting the Agenda, which is typically approximately 10 days prior to the Commission meeting. It will be provided at the regular monthly meeting of the Commission.

The Rule does not require the Commission to "approve" the requisitions; rather, it requires the Director of Human Resources to "inform" the Commission of the status of the examinations that are to be scheduled. Therefore, the recommendation has been changed from "Approval" to "Note and File."

RECOMMENDATION

Note and File the Current Status and Requisition Report dated October 31, 2020

ATTACHMENT

1. Current Status and Requisition Report dated October 31, 2020

Current Status and Requisition Report
Dated October 31, 2020

Requisition	Classification	Department	Number of Positions Approved to Fill
19250	Assistant Electric Utility Engineer	Electric Utility	1
19082	Electric Meter Technician	Electric Utility	1
20273	Electric Utility Electrician Technician	Electric Utility	2
19154	Electric Utility Engineer	Electric Utility	2
19188/19248	Engineering Aide (Electric)	Electric Utility	1
560C-CONT	Journey Lineworker	Electric Utility	1
19157	Principal Electrical Estimator	Electric Utility	1
19241	Senior Electric Utility Engineer	Electric Utility	1
31-20-795	Staff Aide II	Electric Utility	1
20273	Utility Electrician Technician	Electric Utility	2
24-20-897	Utility Field Services Worker	Finance	1
19209	Library Program Coordinator	Library	1
19213	Library Technology Assistant	Library	1
98-19-650C	Police Officer Recruit	Police	1
19123/19256/19262	Public Safety Dispatcher I/II	Police	3
19278	Code Enforcement Officer	Public Works	1
20282	Senior Civil Engineer (Traffic)	Public Works	1



Agenda Report

20-1127

Agenda Date: 11/9/2020

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Request to Extend Eligible List for Street Maintenance Worker IV (Job Code 814) for Six (6) Months

ACTION AND AUTHORITY

The Public Works Department is requesting to extend the eligible list for Street Maintenance Worker IV (Job Code 814) pursuant to Civil Service Rule 4.3 (Duration of Lists) which provides that, "Eligible lists shall remain in force for a period of one (1) year. Eligible lists for sworn promotional positions in the police department shall remain in force for a period of two (2) years. The eligible list may be extended to two (2) years with the approval of the Commission. The eligible list for entry level Police Officers shall remain in force for six (6) months. The Director of Human Resources may abolish an eligible list if that list contains less than five (5) names."

BACKGROUND

The current eligible list for Street Maintenance Worker IV (Job Code 814) was established on January 9, 2020 and expires on January 9, 2021. The Public Works Department is requesting approval for the Commission to extend the Street Maintenance Worker IV (Job Code 814) eligible list for six (6) months with a new expiration date of July 9, 2021.

DISCUSSION

The Public Works Department currently has one (1) vacancy in this classification and anticipates a future opening due to a retirement. In order to quickly fill the position with candidates from the existing list and to avoid out-of-class costs, it is recommended that the Commission approve the extension of the eligible list for six (6) months with a new expiration date of July 9, 2021. Extending the eligible list will allow the Public Works Department to hire off of the current eligible list, which has 5 active and qualified candidates remaining on the list. It should be noted that this classification is a promotional opportunity for City employees and is specific to the Public Works Department. All candidates on the list are internal employees with the Public Works Department.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no additional cost to the City other than administrative staff time.

PUBLIC CONTACT

Public contact was made by posting the Civil Service Commission agenda on the City's official-

notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Staff recommends the Civil Service Commission approve the request to extend the eligible list for Street Maintenance Worker I (Job Code 814) by six (6) months with a new expiration date of July 9, 2021.

Reviewed by: Ashley Lancaster, Human Resources Division Manager

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

20-1131

Agenda Date: 11/9/2020

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Modify the Class Specifications for Public Safety Dispatcher I/II (Job Codes 339/340)

BACKGROUND

The Human Resources Department, in coordination with the Police Department, requests to modify the class specifications for Public Safety Dispatcher I/II (Job Codes 339/340) to revise the *Class Summary, Distinguishing Characteristics, Minimum Qualifications, Knowledge, Skills, and Abilities, Supervision Received, and Supervision Exercised* sections based on the authority of Personnel & Salary Resolution, Sec. 6(d), "Classification specifications for positions in the Classified Service must first be approved and adopted by the City of Santa Clara Civil Service Commission before they may be approved and adopted by the City Council."

DISCUSSION

The Human Resources Department compared the minimum qualifications to comparator agencies and the proposed revisions align with the City's comparator agencies. The proposed classification revisions under the *Class Summary, Distinguishing Characteristics, Knowledge, Skills, and Abilities, Supervision Received, and Supervision Exercised* sections include routine formatting and clarifications to better define and distinguish the classifications at each level.

During the last two recruitment efforts, this recruitment has yielded a low number of qualified applicants for the position. In an effort to expand the candidate pool and be in compliance with California Peace Officer Standards and Training (POST) requirements, there are proposed modifications to the *Minimum Qualifications* section of the class specifications. Currently, Public Safety Dispatcher I requires "one (1) year of paid employment experience requiring independent decision making and a high level of public contact, preferably a public safety related position." The minimum qualifications have been expanded to require "two (2) years of paid employment experience requiring a high level of public contact defined as customer service, a call center, or a closely related field where substantial face-to-face or over the phone contact was made with the public" or "one (1) year of experience answering and processing emergency phone calls from the public for law enforcement, fire department, or emergency medical service assistance." These revisions better capture the type of experience required for the position and expand the experience requirement to capture a larger candidate pool. Currently, the typing certification requirement is 30 wpm, but has been updated to 35 wpm. This certification is required to obtain prior to completion of the employees' probationary period. Finally, in order to be in compliance with California POST standards, candidates must possess a California POST Entry Level Dispatcher Selection Test Battery with a T-score of 50 or above, or possess a valid California POST Public Safety Dispatcher Basic Certificate at time of application.

Currently, one way to meet the experience requirement of the Public Safety Dispatcher II requires

“the equivalent of two (2) years of paid employment experience in public safety dispatching within the past five (5) years.” This experience section has been modified to add “of which at least six (6) months included solo status.” Incumbents fill this classification by promotion or laterally from another agency. In order to minimize the additional step in the application process for promotional and lateral applicants, the typing certification requirement has been removed at the II level. Applicants promoting or laterally transferring at this level should already possess this skill set. In order to be in compliance with California POST standards, candidates must possess a California POST Entry Level Dispatcher Selection Test Battery with a T-score of 50 or above or possess a valid California POST Public Safety Dispatcher Basic Certificate at time of application.

Human Resources reviewed these revisions with the Public Safety Non-Sworn Employees Association (Unit 10) and they are in agreement with the revisions. There is no proposed change to the examination weighting plan for Public Safety Dispatcher I/II (Job Codes 339/340).

ENVIRONMENTAL REVIEW

The action being considered does not constitute a “project” within the meaning of the California Environmental Quality Act (“CEQA”) pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact to revising the class specification other than staff time.

PUBLIC CONTACT

Public contact was made by posting the Civil Service Commission agenda on the City’s official notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City’s website and in the City Clerk’s Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk’s Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the modified class specification for Public Safety Dispatcher I/II (Job Codes 339/340)

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources

ATTACHMENTS

1. Class Specification, draft and clean, for Public Safety Dispatcher I
2. Class Specification, draft and clean, for Public Safety Dispatcher II

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

PUBLIC SAFETY DISPATCHER I (339)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Senior Public Safety Dispatcher	Non-Exempt

CLASS SUMMARY

Under immediate supervision, dispatches public safety, fire, and emergency medical services. Answers the telephone and receives emergency and non-emergency requests from the public; transmits and analyzes information received and dispatches police and fire personnel accordingly. Performs related work as required.

Upon successful completion of a probationary period, incumbent must possess a current POST Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate, in order to be eligible for promotion to Public Safety Dispatcher II.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- Two (2) years of paid employment experience requiring a high level of public contact defined as customer service, a call center, or a closely related field where substantial face-to-face or over-the-phone contact was made with the public; **or**
- One (1) year of experience answering and processing emergency phone calls from the public for law enforcement, fire department, or emergency medical service assistance.

ACCEPTABLE SUBSTITUTION

- Possession of a valid California POST Public Safety Dispatcher Basic certificate may be substituted for six (6) months of the required employment experience.

DESIRABLE QUALIFICATIONS

- Classroom education involving fire science or law enforcement related studies.

LICENSES/CERTIFICATES

- Certification of the ability to type at a net rate of 35 wpm on a computer keyboard is required. Successful completion of the California POST Entry-Level Dispatcher Selection Test Battery with a T-score of 50 or above **or** possession of a valid California POST Public Safety Dispatcher Basic Certificate is required at time of application.
- Possession of a valid California POST Public Safety Dispatcher Basic Certificate is required prior to completion of the probationary period. Medical Priorities Dispatching System (MPDS) certificate is required prior to completion of the probationary period.

DISTINGUISHING CHARACTERISTICS

This is the entry-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents work under immediate supervision as they are provided with formal in

PUBLIC SAFETY DISPATCHER I

classroom and field training on dispatching operations, policies, and procedure. Incumbents develop the knowledge, skills and abilities necessary to perform the full range of public safety dispatching functions. This class is distinguished from the class of Public Safety Dispatcher II in that the latter is the journey-level class where incumbents are required to handle the full range of dispatch functions under general supervision.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

- Operates base radio console equipment, transmitting and receiving routine and emergency messages
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures
- Coordinates emergency operations between various departmental personnel and equipment
- Operates data terminals for information pertaining to daily public safety operations, and general emergency services
- Maintains written logs, files, and computer information in the prescribed manner
- Updates computer files and performs other clerical functions and tasks as directed
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General public safety radio and telephone communications systems
- Police and fire emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

Skill in:

- Reading and interpreting maps; and maintaining accurate records

Ability to:

- Read, write, spell, and speak in clear, concise English
- Learn correct telephone answering techniques, policies and procedures
- Operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety
- Follow verbal and written instructions
- Communicate clearly and distinctly using radio and telephone equipment
- Maintain composure and work accurately in emergency situations
- Work in a team-based environment and achieve common goals
- Establish and maintain tactful, courteous, and effective working relationships with those

PUBLIC SAFETY DISPATCHER I

- contacted during the course of work, including the general public
- Work in a confined area, wearing a headset which restricts physical movement about the work area
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio
- Retrieve data from CAD terminal or other keyboard device
- Maintain appropriate documentation of previous events, details, and conversations
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record
- Handle multiple priorities and organize workload
- Extract information or data from other computer systems
- View multiple video display terminals for extended periods of time in variable light conditions
- Distinguish and interpret the meaning of colors on video display terminals
- Distinguish and comprehend simultaneous communications from several sources
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time
- Perform with a high standard of customer service, professional conduct, and civic responsibility
- Use emergency medical questioning techniques and provide medical instructions via telephone when required
- Type at a net rate of 35 wpm on a computer keyboard

SUPERVISION RECEIVED

Works under the immediate supervision of the Senior Public Safety Dispatcher and the overall direction of the Communications Operations Manager or Watch Commander.

SUPERVISION EXERCISED

None.

SPECIAL CONDITIONS

Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include fingerprinting, polygraph and/or psychological testing.

CLASSIFICATION HISTORY

Created 06/2015; Rev. 11/2020

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

PUBLIC SAFETY DISPATCHER I (339)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Police</u>	<u>Senior Public Safety Dispatcher</u>	<u>Non-Exempt</u>

CLASS SUMMARY DESCRIPTION

Under immediate supervision, dispatches public safety, fire, and emergency medical services. Answers the telephone and receives emergency and non-emergency requests from the public; transmits and analyzes information received and dispatches police and fire personnel accordingly. -Performs related work as required. This is the entry-level classification in the Public Safety Dispatcher series.

Upon successful completion of a probationary period, incumbent must possession of a current P.O.S.T. POST Basic Dispatch certificate, and a Medical Priorities Dispatching System (MPDS) certificate, all Public Safety Dispatcher I's will be eligible in order to be eligible for promotion to a Public Safety Dispatcher II position.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- TwoOne (2+) years of paid employment experience requiring independent decision-making and a high level of public contact defined as customer service, a call center, or a closely related field where substantial face-to-face or over-the-phone contact was made with the public; or
- One (1) year of experience answering and processing emergency phone calls from the public for law enforcement, fire department, or emergency medical service assistance, preferably a public safety related position.

Desirable QualificationPossible Substitutions:

- Possession of a current valid California P.O.S.T. Basic Public Safety Dispatcher POST Public Safety Dispatcher Basic certificate which is desirable and may be substituted for six (6) months of the required employment experience.

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Desirable Qualifications:

- Classroom education involving fire science or law enforcement related studies.

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LICENSES/CERTIFICATES

- Certification of the ability to type at a net rate of 30-35 wpm on a computer keyboard is required.

- Possession of a Successful completion of the California P.O.S.T. POST Entry-Level Dispatcher Selection Test Battery with a T-score of 50 or above or possession of a valid

PUBLIC SAFETY DISPATCHER I

California POST Public Safety Dispatcher Basic Certificate is required at time of application.

~~— Possession of a P.O.S.T.-valid California —. POST Public Safety Dispatcher Basic Certificate is required prior to completion of the probationary period. —Basic Dispatch certificate and a~~

- Medical Priorities Dispatching System (MPDS) certificate ~~s-are~~ is required prior to completion of the probationary period.

DISTINGUISHING CHARACTERISTICS

This is the entry-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents work under immediate supervision as they are provided with formal in classroom and field training on dispatching operations, policies, and procedure. -Incumbents -develop the knowledge, skills and abilities necessary to perform the full range of public safety dispatching functions. This class is distinguished from the class of Public Safety Dispatcher II in that the latter is the journey-level class where incumbents are required to handle the full range of dispatch functions under general supervision.

TYPICAL TASKSDUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under immediate supervision:-

- Operates base radio console equipment, transmitting and receiving routine and emergency messages
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures
- Coordinates emergency operations between various departmental personnel and equipment
- Operates data terminals for information pertaining to daily public safety operations, and general emergency services
- Maintains written logs, files, and computer information in the prescribed manner
- Updates computer files and performs other clerical functions and tasks as directed
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General public safety radio and telephone communications systems
- Police and fire emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

Skill in:

- Reading and interpreting maps; and maintaining accurate records

PUBLIC SAFETY DISPATCHER I

Ability to:

- Read, write, spell, and speak in clear, concise English
- Learn correct telephone answering techniques, policies and procedures
- Operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety
- Follow verbal and written instructions
- Communicate clearly and distinctly using radio and telephone equipment
- Maintain composure and work accurately in emergency situations
- Work in a team-based environment and achieve common goals
- Establish and maintain tactful, courteous, and effective working relationships with those contacted ~~in the course of~~ during the course of work, including the general public
- Work in a confined area, wearing a headset which restricts physical movement about the work area
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio
- Retrieve data from CAD terminal or other keyboard device
- Maintain appropriate documentation of previous events, details, and conversations
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record
- Handle multiple priorities and organize workload
- Extract information or data from other computer systems
- View multiple video display terminals for extended periods of time in variable light conditions
- Distinguish and interpret the meaning of colors on video display terminals
- Distinguish and comprehend simultaneous communications from several sources
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time
- Perform with a high standard of customer service, professional conduct, and civic responsibility
- Use emergency medical questioning techniques and provide medical instructions via telephone when required
- Type at a net rate of ~~30~~ 35 wpm on a computer keyboard

SUPPLEMENTAL INFORMATION

SUPERVISION RECEIVED

Works under the immediate supervision of the Senior Public Safety Dispatcher or Public Safety Dispatcher III, and the overall direction of the ~~Police Communications Lieutenant or Communications Operations Manager~~ or Watch Commander ~~Police Lieutenant~~.

SUPERVISION EXERCISED

None.

PUBLIC SAFETY DISPATCHER I

SPECIAL CONDITIONS

Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job assignment. -All candidates will be required to pass a City background investigation, which will include fingerprinting, polygraph and/or psychological testing.

CLASSIFICATION HISTORY

Created [JUNE/2015](#)06/2015; Rev. 10/2020

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

PUBLIC SAFETY DISPATCHER II (340)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Senior Public Safety Dispatcher	Non-Exempt

CLASS SUMMARY

Under general supervision, dispatches public safety, fire, and emergency medical services. Incumbents are responsible for the full scope of dispatching duties including, answering the telephone, receiving emergency and non-emergency requests from the public; transmitting and analyzing information received, and dispatching police and fire personnel accordingly. Performs related work as required.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- The equivalent of two (2) years of paid employment experience in public safety dispatching within the past five (5) years of which at least six (6) months included solo status; **or**
- Five (5) years of current paid employment with a public safety agency or private emergency medical services agency, with high level Computer Aided Dispatch (CAD), radio and/or telephone operation; **or**
- Successful completion of probationary period as a Public Safety Dispatcher I with the City of Santa Clara.

ACCEPTABLE SUBSTITUTIONS

- Possession of a valid California POST Public Safety Dispatcher Basic certificate, which may be substituted for six (6) months of the employment experience.

DESIRABLE QUALIFICATIONS

- Classroom education involving fire science or law enforcement related studies.

LICENSES/CERTIFICATES

- Successful completion of the California POST Entry-Level Dispatcher Selection Test Battery with a T-Score of 50 or above **or** possession of a valid California POST Public Safety Dispatcher Basic Certificate is required at time of application.
- Possession of a valid California POST Public Safety Dispatcher Basic Certificate **and** a valid Medical Priorities Dispatching System (MPDS) Certificate are required prior to the completion of the probationary period.

DISTINGUISHING CHARACTERISTICS

This is the journey-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the class of Public Safety Dispatcher I in that the latter is the entry level class where incumbents are trained on full range of dispatch functions under

PUBLIC SAFETY DISPATCHER II

immediate supervision. This class is distinguished from the Senior Public Safety Dispatcher in that the latter has full responsibility for supervising a shift of Public Safety Dispatchers I/II.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

- Operates base radio console equipment, transmitting and receiving routine and emergency messages
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines
- Dispatches appropriate emergency vehicles, equipment and personnel in response to those requests, in accordance with established policies and procedures
- Coordinates emergency operations between various departmental personnel and equipment
- Operates data terminals for information pertaining to daily public safety operations, and general emergency services
- Maintains written logs, files, and computer information in the prescribed manner
- Updates computer files and performs other clerical functions and tasks as directed
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General public safety radio and telephone communications systems
- Police and fire emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

Skill in:

- Reading and interpreting maps; and maintaining accurate records

Ability to:

- Read, write, spell, and speak in clear, concise English
- Learn correct telephone answering techniques, policies and procedures
- Operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety
- Follow verbal and written instructions
- Communicate clearly and distinctly using radio and telephone equipment
- Maintain composure and work accurately in emergency situations
- Work in a team-based environment and achieve common goals
- Establish and maintain tactful, courteous, and effective working relationships with those contacted during the course of work, including the general public
- Work in a confined area, wearing a headset which restricts physical movement about the work area
- Accurately enter information into the CAD system while simultaneously receiving information by phone or radio

PUBLIC SAFETY DISPATCHER II

- Retrieve data from CAD terminal or other keyboard device, maintain appropriate documentation of previous events, details, and conversations
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record
- Handle multiple priorities and organize workload
- Extract information or data from other computer systems
- View multiple video display terminals for extended periods of time in low variable light conditions
- Distinguish and interpret the meaning of colors on video display terminals
- Distinguish and comprehend simultaneous communications from several sources
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time
- Perform with a high standard of customer service, professional conduct, and civic responsibility
- Use emergency medical questioning techniques and provide medical instructions via telephone when required
- Type at a net rate of 35 wpm on a computer keyboard

SUPERVISION RECEIVED

Works under the general supervision of the Senior Public Safety Dispatcher and the overall direction of the Communications Operations Manager or Watch Commander.

SUPERVISION EXERCISED

In the absence of a Senior Public Safety Dispatcher, incumbents may be appointed out-of-class to perform the necessary supervisory responsibilities required to maintain effective operation of the Communications Center.

SPECIAL CONDITIONS

Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include fingerprinting and may include polygraph and/or psychological testing.

CLASSIFICATION HISTORY

Created 05/2015; Rev. 11/2020

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

Approved, May 2015

PUBLIC SAFETY DISPATCHER II (340)

(340)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Police</u>	<u>Senior Public Safety Dispatcher</u>	<u>Non-Exempt</u>

DESCRIPTION CLASS SUMMARY

Under general supervision, dispatches public safety, fire, and emergency medical services. ~~This Public Safety Dispatcher II is the journey level classification in the non-sworn Public Safety Dispatcher series. This series is Incumbents are responsible for the full scope of dispatching duties including, answering the telephone, receiving emergency and non-emergency requests from the public; transmitting and analyzing information received, and dispatching police and fire personnel accordingly. -Performs related work as required. receiving incoming calls for police, fire, or medical assistance and dispatch necessary units. This classification is distinguished from the Public Safety Dispatcher I by a broader range of responsibility due to a higher level of experience and training.~~

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- The equivalent of: -two (2) years of paid employment experience in public safety dispatching within the past five (5) years of which at least six (6) months included solo status; or
- Five (5) years of current paid employment with a public safety agency or private emergency medical services agency, with high level Computer Aided Dispatch (CAD), radio and/or telephone operation; **or**
- ~~successful~~ Successful completion of a probationary period as a Public Safety Dispatcher I with the City of Santa Clara.

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Possible Acceptable Substitutions:

- Possession of a current California P.O.S.T.Basic Public Safety Dispatcher valid California POST Public Safety Dispatcher Basic certificate, is desirable and which may be substituted for six (6) months of the employment experience.
-
- Desirable Qualifications:
- Classroom education involving fire science or law enforcement related studies, ~~is also highly desirable~~

LICENSES/CERTIFICATES

~~—Certification of the ability to type at a net rate of 30 wpm on a computer keyboard is required.~~

- Successful completion of the California POST Entry-Level Dispatcher Selection Test Battery with a T-Score of 50 or above or possession of a valid California POST Public Safety Dispatcher Basic Certificate is required at time of application.

PUBLIC SAFETY DISPATCHER II ~~(continued)~~

- Possession of a valid California POST Public Safety Dispatcher Basic Certificate **and** a valid Medical Priorities Dispatching System (MPDS) Certificate are required prior to the completion of the probationary period.
- ~~Possession of a California P.O.S.T..... Basic Public Safety Dispatcher certificate and a Medical Priorities Dispatching System (MPDS) certificates are~~ required prior to completion of the probationary period

DISTINGUISHING CHARACTERISTICS

This is the journey-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the class of Public Safety Dispatcher I in that the latter is the entry level class where incumbents are trained on full range of dispatch functions under immediate supervision. This class is distinguished from the Senior Public Safety Dispatcher in that the latter has full responsibility for supervising a shift of Public Safety Dispatchers I/II.

TYPICAL TASKS/DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under general supervision:

- Operates base radio console equipment, transmitting and receiving routine and emergency messages
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines
- Dispatches appropriate emergency vehicles, equipment and personnel in response to those requests, in accordance with established policies and procedures
- Coordinates emergency operations between various departmental personnel and equipment
- Operates data terminals for information pertaining to daily public safety operations, and general emergency services
- Maintains written logs, files, and computer information in the prescribed manner
- Updates computer files and performs other clerical functions and tasks as directed
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General public safety radio and telephone communications systems
- Police and fire emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

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Skill in:

- Reading and interpreting maps; and maintaining accurate records

Ability to:

- Read, write, spell, and speak in clear, concise English

PUBLIC SAFETY DISPATCHER II ~~(continued)~~

- Learn correct telephone answering techniques, policies and procedures
- Operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety
- Follow verbal and written instructions
- Communicate clearly and distinctly using radio and telephone equipment
- Maintain composure and work accurately in emergency situations
- Work in a team-based environment and achieve common goals
- Establish and maintain tactful, courteous, and effective working relationships with those contacted ~~in the course of~~ during the course of work, including the general public
- Work in a confined area, wearing a headset which restricts physical movement about the work area
- Accurately enter information into the CAD system while simultaneously receiving information by phone or radio
- Retrieve data from CAD terminal or other keyboard device, maintain appropriate documentation of previous events, details, and conversations
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record
- Handle multiple priorities and organize workload
- Extract information or data from other computer systems
- View multiple video display terminals for extended periods of time in low variable light conditions
- Distinguish and interpret the meaning of colors on video display terminals
- Distinguish and comprehend simultaneous communications from several sources
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time
- Perform with a high standard of customer service, professional conduct, and civic responsibility
- Use emergency medical questioning techniques and provide medical instructions via telephone when required
- Type at a net rate of ~~30-35~~ 35 wpm on a computer keyboard

SUPERVISION RECEIVED

Works under the general supervision of the Senior Public Safety Dispatcher ~~or Public Safety Dispatcher III~~, and the overall direction of the ~~Police Communications Lieutenant or Communications Operations Manager~~ or Watch Commander ~~Police Lieutenant~~.

SUPERVISION EXERCISED

In the absence of a ~~Public Safety Dispatcher III~~ and Senior Public Safety Dispatcher, incumbents may be appointed out-of-class to perform the necessary supervisory responsibilities required to maintain effective operation of the Communications Center.

SPECIAL CONDITIONS

Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

PUBLIC SAFETY DISPATCHER II~~(continued)~~

OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job assignment. -All candidates will be required to pass a City background investigation, which will include fingerprinting and may include polygraph and/or psychological testing.

CLASSIFICATION HISTORY

Created MAY/201505/2015; Rev. 11/2020



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
[@SantaClaraCity](https://twitter.com/SantaClaraCity)

Agenda Report

20-892

Agenda Date: 11/9/2020

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Election of Civil Service Commission Chair and Vice-Chair

BACKGROUND

City Charter, Article X, Section 1003 provides, "As soon as practicable, following the first day of July of every year, each of such boards and commissions shall organize by electing one of its members to serve as presiding officer at the pleasure of such board or commission."

DISCUSSION

The City Charter requires that commissions elect one of its members to serve as presiding officer. Traditionally, the Commission has elected a Chair and a Vice Chair who may serve as the Chair interchangeably as needed in the absence of the Chair. Willie Brown, who serves as the current Civil Service Commission Chair, and Carolyn McAllister, who serves as the current Vice Chair, assumed their positions in July 2019. The Civil Service Commission may vote to elect a Chair and Vice Chair to serve a term ending in June 2021, or as soon thereafter as is practicable for holding the next Commission election. There is no restriction against Commissioners serving multiple or sequential terms as Chair or Vice Chair if so elected.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(a) as it has no potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment.

FISCAL IMPACT

There is no fiscal impact associated with this item aside from administrative cost and expenses.

PUBLIC CONTACT

Public contact was made by posting the Civil Service Commission agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Staff recommends that the Commission conduct an election for the roles of Chair and Vice-Chair the period of November 9, 2020 through June 30, 2021, or as soon thereafter as is practicable for

holding the next Commission election.

Reviewed by: Ashley Lancaster, Division Manager of Human Resources

Approved by: Aracely Azevedo, Director, Human Resources



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
[@SantaClaraCity](https://twitter.com/SantaClaraCity)

Agenda Report

20-1130

Agenda Date: 11/9/2020

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Informational Presentation and Overview of Relevant Provisions of Brown Act and Public Records Act

DISCUSSION

Public meetings require adherence to state open meeting laws (the Ralph M. Brown Act) and are generally conducted in accordance with Robert's Rules of Order. Commissioners are also subject to the Public Records Act. Staff will provide a brief presentation on both to assist in the Commission's business and governance.

This is an informational report, no action is to be taken by the Commission.