



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