



AGENDA

CIVIL SERVICE COMMISSION REGULAR MEETING – 5:15 P.M.

COMMISSIONERS
Patricia Wright, Chair
Brenda Plechaty, Vice Chair
Leslie Janik
David Sostarich
Sheila Tennyson

Vallejo City Hall
Council Chambers, 2nd Floor
555 Santa Clara Street
Vallejo, CA 94590
www.cityofvallejo.net

October 16, 2024

NOTICE: Members of the Public will be able to participate in-person or remotely via Zoom. City Hall and the Council Chambers will be open to members of the public 30 minutes prior to the start of the meeting.

IMPORTANT NOTICE REGARDING October 16, 2024 **CIVIL SERVICE COMMISSION MEETING**

This AGENDA contains a brief general description of each item to be considered. The posting of the recommended actions does not indicate what action may be taken. If comments come to the Civil Service Commission without prior notice and are not listed on the AGENDA, no specific answers or response should be expected at this meeting per State law.

Pursuant to Government Code Section 5495.3 (The Brown Act), members of the public shall be afforded the opportunity to speak on any agenda item of interest to them provided they are first recognized by the presiding officer. Members of the public wishing to be so recognized are requested to submit a completed speaker card to the Executive Secretary of the Commission prior to the consideration of the item.

Those wishing to address the Commission on any matter for which another opportunity to speak is not provided on the AGENDA, but which is within the jurisdiction of the Commission to resolve may come forward to the podium during the "COMMUNITY FORUM" portion of the AGENDA.

PUBLIC COMMENT: Members of the Public may provide public comments during the Civil Service Commission Meeting in person or via ZOOM (<https://ZoomRegular.Cityofvallejo.net>), or via phone, by dialing (669) 900-6833.

For additional instructions on how to speak remotely during public comment, please visit,
www.cityofvallejo.net/publiccomment

VIEW THE MEETING:

There are four different ways you can view this public meeting:

- In Person
- Watch Vallejo local channel 28
- Stream from the City website: www.cityofvallejo.net/Streaming
- Join the Zoom webinar: <https://ZoomRegular.Cityofvallejo.net>

Notice of Availability of Public Records: All public records relating to an open session item, which are not exempt from disclosure pursuant to the Public Records Act, that are distributed to a majority of the Commission will be available for public inspection at the City Clerk's Office, 555 Santa Clara Street, Vallejo, CA at the same time that the public records are distributed or made available to the Civil Service Commission. Such documents may also be available on the City of Vallejo website subject to staff's ability to post the documents prior to the meeting. Information may be obtained by calling (707) 648-4527, TDD (707) 649-3562.

	Vallejo City Council Chambers is ADA compliant. Devices for the hearing impaired are available from the Civil Service Commission Staff Secretary. Requests for disability related modifications or accommodations, aids or services may be made by a person with a disability to the City Clerk's office no less than 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act of 1990 and the federal rules and regulations adopted in implementation thereof.
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Hybrid Options are available for members of the public to participate. To participate remotely:

<https://ZoomRegular.CityofVallejo.net>

Option to join by phone:

Dial (669) 900-6833

Enter Meeting ID: 914 0075 0676#

Press *9 to digitally raise your hand from the phone

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CIVIL SERVICE COMMISSION
REGULAR MEETING – 5:15 P.M.
OCTOBER 16, 2024

- 1. CALL TO ORDER**
- 2. FLAG SALUTE**
- 3. ROLL CALL**
- 4. WRITTEN COMMUNICATIONS**
- 5. EXECUTIVE SECRETARY’S REPORT**
- 6. REPORT OF CHAIRPERSON AND COMMISSIONERS**
- 7. REPORT OF THE CITY COUNCIL LIAISON**
- 8. COMMUNITY FORUM**

*The Community Forum is an opportunity to address the Civil Service Commission on any matter for which another opportunity to speak is not provided on the agenda, and which is within the jurisdiction of the Commission to resolve. Any interested members of the public desiring to communicate with the Commission as part of the First Community Forum may do so in person by signing into the Public Speaker's kiosk located in the back of the Council Chambers or via ZOOM:(<https://ZoomRegular.Cityofvallejo.net>), Option to join by phone: Dial (669) 900-6833. Enter Meeting ID: 914 0075 0676#. Press * 9 to digitally raise your hand from the phone. For additional instructions on how to speak remotely during public comment, please visit, www.cityofvallejo.net/publiccomment. In person speakers will be recognized first. When called upon, each speaker should step to the podium, state his/her name for the record. The conduct of the community forum shall be limited to a maximum of fifteen (15) minutes, with each speaker limited to a maximum of three minutes pursuant to Vallejo Municipal Code Section 2.02.300.*

9. CONSENT CALENDAR AND APPROVAL OF THE AGENDA

*Members of the public wishing to address the Civil Service Commission on Consent Calendar items may do so in person by signing into the Public Speaker's kiosk located in the back of the Council Chambers or via ZOOM:(<https://ZoomRegular.Cityofvallejo.net>), Option to join by phone: Dial (669) 900-6833. Enter Meeting ID: 914 0075 0676#. Press * 9 to digitally raise your hand from the phone. For additional instructions on how to speak remotely during public comment, please visit, www.cityofvallejo.net/publiccomment. In person speakers will be recognized first. Each speaker is limited to three minutes pursuant to Vallejo Municipal Code Section 2.02.310. Requests for removal of Consent Items received from the public are subject to approval by a majority vote of the Commission. Items removed from the Consent Calendar will be heard immediately after approval of the Consent Calendar and Agenda.*

A. APPROVAL OF THE MINUTES – Regular meeting minutes of the September 9, 2024, meeting.

B. APPROVAL OF AGENDA

10. ACTION CALENDAR

*NOTICE: Members of the public wishing to address the Civil Service Commission on Action Calendar Items may do so in person by signing into the Public Speaker's kiosk located in the back of the Council Chambers or via ZOOM (<https://ZoomRegular.Cityofvallejo.net>), or via phone, by dialing (669) 900-6833. Enter Meeting ID: 914 0075 0676#. Press *9 to digitally raise your hand from the phone. For additional instructions on how to speak remotely during public comment, please visit, www.cityofvallejo.net/publiccomment. Each speaker is limited to five minutes pursuant to Vallejo Municipal Code Section 2.02.420. In person speakers will be recognized first.*

A. APPROVE CLASSIFICATION SPECIFICATION REVISIONS FOR WATER DISTRIBUTION TECHNICIAN AND SENIOR WATER DISTRIBUTION TECHNICIAN

Recommendation: By motion, approve the revisions to the classification specifications for Water Distribution Technician and Senior Water Distribution Technician

Contact: April Adams, Human Resources Program Manager, (707) 648-4378
april.adams@cityofvallejo.net.

B. APPROVE THE TITLE AND SPECIFICATION OF NEW CLASSIFIED POSITION OF CALL TAKER

Recommendation: By motion, approve the title and specification of new classified position of Call Taker, and allocate the position to the Classified service of the City's Classification Plan.

Contact: April Adams, Human Resources Program Manager, (707)648-4378
april.adams@cityofvallejo.net.

C. APPROVE CLASSIFICATION SPECIFICATION REVISIONS FOR THE COMMUNICATIONS OPERATOR SERIES

Recommendation: By motion, approve the revisions to the classification specifications for Communications Operator I/II and Communications Supervisor

Contact: April Adams, Human Resources Program Manager, (707)648-4378
april.adams@cityofvallejo.net.

11. ADJOURNMENT

CERTIFICATE

I, April Adams, Executive Secretary, do hereby certify that I have caused a true copy of the above notice and agenda to be delivered to each of the members of the Civil Service Commission, at the time and in the manner prescribed by law and that this agenda was posted at City Hall, 555 Santa Clara Street, CA at 5:00 p.m., Friday, October 11, 2024.

Dated: October 11, 2024

April Adams, Executive Secretary

**CIVIL SERVICE COMMISSION
REGULAR MEETING – 5:15 P.M.
SEPTEMBER 9, 2024**

**COUNCIL CHAMBERS
555 Santa Clara Street, Vallejo, California**

1. CALL TO ORDER

The meeting was called to order at 5:18 p.m.

2. FLAG SALUTE

3. ROLL CALL

Present: Chair Wright, Vice Chair Plechaty, Commissioners Janik, Tennyson and Sostarich

Absent: None

Staff present: Executive Secretary Adams, Chief Assistant City Attorney Risner, and Deputy City Clerk Joya

4. SWEARING IN NEW COMMISSIONER

City Councilmember Liaison Matulac issued the Oath of Office to Chair Wright and Commissioner Tennyson.

5. WRITTEN COMMUNICATIONS – None

6. EXECUTIVE SECRETARY’S REPORT – None

7. REPORT OF CHAIRPERSON AND COMMISSIONERS – None

8. REPORT OF THE CITY COUNCIL LIAISON

City Councilmember Liaison Matulac reminded the Commissioners about the Commission budget and recommended they create a working plan to use the budget; and congratulated Vice Chair Plechaty for running for City Council.

9. COMMUNITY FORUM – None

10. CONSENT CALENDAR AND APPROVAL OF THE AGENDA

Action: *Moved by Vice Chair Plechaty, seconded by Commissioner Janik, and carried by all Commissioners present to approve the Consent Calendar and Agenda.*

A. APPROVAL OF THE MINUTES – Regular meeting minutes of the May 13, 2024, meeting.

B. APPROVAL OF AGENDA

11. ACTION CALENDAR

A. APPROVE CLASSIFICATION SPECIFICATION REVISIONS FOR WATER TREATMENT PLANT OPERATOR CLASS SERIES AND WATER TREATMENT PLANT SUPERVISOR

Recommendation: By motion, approve the revisions to the classification specifications for Water Treatment Plant Operator Trainee I, Water Treatment Plant Operator Trainee II, Water Treatment Plant Operator, Senior Water Treatment Plant Operator, Water Treatment Plant Supervisor

Contact: April Adams, Human Resources Program Manager, (707) 648-4378
april.adams@cityofvallejo.net.

Executive Secretary Adams provided an overview of the staff report and outlined the recommendation.

Speakers: None

Action: *Moved by Commissioners Janik, seconded by Vice Commissioner Plechaty, and carried unanimously by all Commissioners present to approve classification specification revisions for Water Treatment Plant Operator class series and Water Treatment Plant Supervisor.*

12. ADJOURNMENT

The meeting adjourned at 5:39 p.m.

PATRICIA WRIGHT, CHAIR

ATTEST:

APRIL ADAMS, EXECUTIVE SECRETARY



Department of Human Resources · 555 Santa Clara Street · Vallejo · CA · 94590 · 707.648.4363

To: Civil Service Commission

From: April Adams, Human Resources Program Manager

Date: October 11, 2024

Subject: Approve Classification Specification Revisions for Water Distribution Technician and Senior Water Distribution Technician

RECOMMENDATION

Approve the classification revisions for Water Distribution Technician and Senior Water Distribution Technician.

REASON FOR RECOMMENDATION

The revisions to the classifications for Water Distribution Technician and Senior Water Distribution Technician will allow for the position's certification requirements to better align with the duties of the position.

BACKGROUND AND DISCUSSION

The Human Resources Department received a request from the Water Department to review the cross-connection certification requirement at both the journey and senior levels of the Water Distribution Technician.

The Water Distribution Technician and the Senior Water Distribution Technician positions are critical in maintaining and operating the City's water distribution system. The cross-connection certification is designed to ensure that certification holders are equipped to manage and control cross-connections that can lead to water contamination.

For context, cross-connection in a water system is any actual or potential connection or structural arrangement between a public water system, including a piping system connected to the public water system and located on the premises of a water user or available to the water user, and any source or distribution system containing liquid, gas, or other substances not from an approved water supply.

The primary responsibility of the Water Distribution Technician is to perform installation, connection, repair/maintenance, and relocation of water mains, service lines, valves, pumps, and fire services and hydrants in the City's water distribution system.

It is then the responsibility of the Senior Water Distribution Technician to check for potential hazards or contamination and take appropriate action as required which would require the cross-connection certification.

Human Resources conducted a study to determine what certification(s) comparator agencies required of comparable classifications. It was determined that the cross-connection certification was not a requirement at comparator agencies for comparable classifications at the journey level. Human Resources collaborated with the Water Department and IBEW local 1245 to revise the certification requirements of these classifications to remove the requirement for the cross-connection certification from the Water Distribution Technician and to allow for incumbents in the Senior Water Distribution to obtain their cross-connection certification

The recommendation of staff is that we revise the certification language in each of the classifications listed.

Civil Service Rule 4.6 states that revisions to the classification plan shall be approved by the Commission either by changes in the classification title, by amendments of specifications or by addition of a class without amendments to the Civil Service Rules and Regulations. Significant revisions as used in Rule 4.6 means revisions that alter the substantive meaning of any job duty detailed in the existing classification plan. This expression does not include editorial, stylistic or other revisions that have minimal or no impact on the basic meaning of the job duties detailed in the existing classification plan which shall be considered "minor revisions." If significant revisions to a classification plan are being proposed for approval by the Commission with or without agreement from the affected collective bargaining units representing the class, the Executive Secretary must provide notice to the affected bargaining unit(s) at least three (3) calendar days prior to meeting at which a classification recommendation is being made. All minor revisions to a classification plan may be approved by the Executive Secretary.

The proposed revision to these classifications changes the minimum requirements that an applicant must meet in order to be eligible to compete in the selection process and are therefore considered significant. The Commission's role is to consider the recommendation of the City to revise the classification specifications for Water Distribution Technician and Senior Water Distribution Technician.

DOCUMENTS ATTACHED

Attachment A – Classification Specification Revision (Redline) – Water Distribution Technician

Attachment B – Classification Specification Revision (Clean) – Water Distribution Technician

Attachment C – Classification Specification Revision (Redline) – Senior Water Distribution Technician

Attachment D – Classification Specification Revision (Clean) – Senior Water Distribution Technician

CONTACT

April Adams
Human Resources Program Manager
Contact Information: (707) 648-4378
April.adams@cityofvallejo.net

CITY OF VALLEJO
CLASSIFICATION SPECIFICATION
WATER DISTRIBUTION TECHNICIAN

DEFINITION

To perform responsible skilled installation and maintenance services of water distribution systems; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

Water Distribution Technician is the full journey level class within the Water Distribution Technician series. Work within this class is distinguished from the Senior Water Distribution Technician in that the Senior is a lead worker class that provides indirect supervision to lower-level positions as an on-going assignment. Employees at the Water Distribution Technician 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. The Water Distribution Technician is distinguished from the Maintenance Worker II by the assignment of mostly skilled water distribution system installation and maintenance work whereas the Maintenance Worker II class performs mostly semi-skilled assignments. The Maintenance Worker II class prepares incumbents to promote to Water Distribution Technician.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a higher-level supervisory class.

May exercise functional and technical (indirect) supervision over maintenance staff and may provide training to lower-level staff.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

Perform and lead maintenance crews in the installation, connection, repair/maintenance, and relocation of water mains, service lines, valves, pumps, and fire services, and hydrants; cut and fit pipes and make water main taps; detect leaks and notify customers.

Participate in the installation and maintenance of water services and meters; install backflow devices; test and certify backflow devices.

Perform water quality field tests and collect water quality samples.

Survey various areas of the water system; locate and repair leaks in water distribution lines;

check for potential hazards or contamination.

Operate construction equipment, power tools, and moderately heavy and light mechanical equipment, including dump trucks, backhoe, wheel and track front-end loader, grader, paving machine, forklift, boom truck, compressors, jackhammer, tapping machine, wacker (compaction equipment), paint sprayers, sand-blasters, concrete saws, welding equipment and various other types of equipment; load, unload, and operate pick-ups, trucks, and truck-trailer combinations to transport maintenance supplies, materials, and equipment; maintain hand and power tools and assigned equipment; perform preventative maintenance on equipment and tools as required.

Perform heavy physical labor.

Locate water-related infrastructure with electronic locating equipment.

May perform welding in the cutting, repair, and fabrication of equipment, tools, parts, and fixtures.

Perform light building maintenance on pump stations, plant buildings, tanks and reservoirs, including light carpentry, masonry and concrete work.

Complete all paperwork related to work orders, work performed, resources ordered/used, timesheets, etc.

Estimate time, materials, and equipment required for jobs assigned; requisition materials and other resources as required.

Train assigned employees in their area of work in maintenance and repair methods, techniques, and in the set up and use of equipment.

Ensure the adherence to safe work policies and procedures; utilize proper safety precautions related to all work performed.

Oversee and verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications and safety protocols.

Respond to public inquiries in a courteous manner by providing information within the area of assignment; resolve complaints in an efficient and timely manner.

Participate in, respond to, and be available for emergency callouts for periods up to one week at a time.

Respond to emergency call outs within one hour when assigned to standby duty.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of general water line installation and maintenance activities.

Methods, regulations, and practices of a water distribution system including standard water sample collection.

Basic mathematical operations such as addition, subtraction, multiplication, division, fractions, and percentages.

General use, purpose and maintenance of hand tools.

Mechanical and hydraulic principles.

Techniques, equipment, and materials used in street and sidewalk maintenance and repair.

Safe work practices, including city policies and procedures and local, state and federal regulatory requirements regarding workplace safety.

Local, state and federal regulatory requirements related to drinking water, storm water and any other similar water related mandates.

Principles of lead supervision and training.

Methods and techniques of construction, maintenance and repair related to the area of work assigned.

Operational characteristics of mechanical equipment and tools used in the area of work assigned.

Cutting torch principles and techniques.

Occupational hazards and standard safety practices necessary in the area of work assigned.

Principles and procedures of record keeping.

Computer use and associated programs used by the department

Ability to:

Lead and perform a variety of skilled duties in water distribution facility repair and installation.

Work independently in the absence of supervision.

Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.

Use, maintain, and repair automated and mechanical water meters.

Professionally and diplomatically respond to questions and comments from the public.

Successfully complete the City's respirator fit-testing protocols; may be required to be clean shaven.

Participate in, respond to, and be available for emergency call outs for periods up to one week at a time.

Communicate clearly and concisely, both orally and in writing.

Use, operate, and care for hand tools, power tools, and other equipment in a safe and efficient manner.

Proficiently and safely operate construction equipment related to the construction trades; perform maintenance and repairs on tools and equipment.

Perform a variety of semi-skilled duties in water distribution facility repair and installation.

Perform preventive maintenance on mechanical equipment as required.

Interpret, explain, and enforce department policies and procedures within assigned crew.

Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work including the general public and work effectively as a member of a crew.

Read and interpret maps, sketches, drawings, specifications, and technical manuals.

Apply good judgment and practical knowledge to resolve unusual or irregular problems in the area of work assigned.

Perform duties in a manner to maximize public safety in the area of work assigned.

Lift 100 pounds.

Learn and operate a computer and associated programs used by the department.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Either three years of construction and maintenance experience in the installation and maintenance of pressurized water systems; OR, two years as a Water Maintenance Worker II with the City of Vallejo.

Training:

Specialized training in water distribution, operation, and maintenance may substitute for one year of the required experience.

License or Certificate

Possession of a valid California Class A driver license at the time of appointment is desirable, however newly appointed employees must be able to obtain a Class A license within their initial twelve (12) month probationary period. Incumbents must be able to obtain a Class A permit within thirty days of appointment and their Class A license within their six (6) month probation period. License must have the following endorsement: air brakes and manual transmission. Additional endorsements for tanker and hazmat at the time of appointment are highly desirable. Individuals must understand that the City may require Class A drivers acquire such additional endorsements during the course of their employment. Individuals who do not meet this requirement due to a physical disability will be reviewed on a case-by-case basis.

Obtain and maintain a Backflow Prevention Device General Tester Certificate issued by the American Water Works Association – California Nevada Section (AWWA-Cal-Nev. Section) and/or the Northern California Backflow Prevention Association (NCBPA) within the initial twelve-month probationary period for new employees. Incumbents must be able to obtain a Tester Certificate within their six (6) month probation period.

Obtain and maintain a Distribution Operator Grade D1 Certificate issued by the State of California Water Resources Control Board within the initial twelve-month probationary period

for new employees. Incumbents must be able to obtain the Distribution Operator Grade D1 Certificate within their six (6) month probation period. A Grade D2 Certificate is desirable.

~~Obtain and maintain a Cross-Flow Connection Certification issued by the American Water Works Association—California Nevada Section (AWWA-Cal Nev. Section) and/or the Northern California Backflow Prevention Association (NCBPA) within six (6) months of appointment.~~

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Working Conditions

Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when operating assigned equipment. Acute hearing is required in both the office and the field. The ability to lift, carry, and push tools, equipment and supplies weighing up to 100 pounds is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including rain, heat, and cold. The incumbent may be exposed to fumes, dust chemicals, air contaminants, and moisture. The nature of the work may also require the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles, work in heavy vehicle traffic conditions, and work in and around confined spaces.

Date: _____

CSC Executive Secretary

Date Adopted by CSC: October 16, 2024

Revised: x New:

Class Code: 2616

Pay Grade: 70I

Bargaining Unit: IBEW

EEOC Category: 03

CITY OF VALLEJO
CLASSIFICATION SPECIFICATION
WATER DISTRIBUTION TECHNICIAN

DEFINITION

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SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a higher-level supervisory class.

May exercise functional and technical (indirect) supervision over maintenance staff and may provide training to lower-level staff.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

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Participate in the installation and maintenance of water services and meters; install backflow devices; test and certify backflow devices.

Perform water quality field tests and collect water quality samples.

Survey various areas of the water system; locate and repair leaks in water distribution lines;

check for potential hazards or contamination.

Operate construction equipment, power tools, and moderately heavy and light mechanical equipment, including dump trucks, backhoe, wheel and track front-end loader, grader, paving machine, forklift, boom truck, compressors, jackhammer, tapping machine, wacker (compaction equipment), paint sprayers, sand-blasters, concrete saws, welding equipment and various other types of equipment; load, unload, and operate pick-ups, trucks, and truck-trailer combinations to transport maintenance supplies, materials, and equipment; maintain hand and power tools and assigned equipment; perform preventative maintenance on equipment and tools as required.

Perform heavy physical labor.

Locate water-related infrastructure with electronic locating equipment.

May perform welding in the cutting, repair, and fabrication of equipment, tools, parts, and fixtures.

Perform light building maintenance on pump stations, plant buildings, tanks and reservoirs, including light carpentry, masonry and concrete work.

Complete all paperwork related to work orders, work performed, resources ordered/used, timesheets, etc.

Estimate time, materials, and equipment required for jobs assigned; requisition materials and other resources as required.

Train assigned employees in their area of work in maintenance and repair methods, techniques, and in the set up and use of equipment.

Ensure the adherence to safe work policies and procedures; utilize proper safety precautions related to all work performed.

Oversee and verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications and safety protocols.

Respond to public inquiries in a courteous manner by providing information within the area of assignment; resolve complaints in an efficient and timely manner.

Participate in, respond to, and be available for emergency callouts for periods up to one week at a time.

Respond to emergency call outs within one hour when assigned to standby duty.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of general water line installation and maintenance activities.

Methods, regulations, and practices of a water distribution system including standard water sample collection.

Basic mathematical operations such as addition, subtraction, multiplication, division, fractions, and percentages.

General use, purpose and maintenance of hand tools.

Mechanical and hydraulic principles.

Techniques, equipment, and materials used in street and sidewalk maintenance and repair.

Safe work practices, including city policies and procedures and local, state and federal regulatory requirements regarding workplace safety.

Local, state and federal regulatory requirements related to drinking water, storm water and any other similar water related mandates.

Principles of lead supervision and training.

Methods and techniques of construction, maintenance and repair related to the area of work assigned.

Operational characteristics of mechanical equipment and tools used in the area of work assigned.

Cutting torch principles and techniques.

Occupational hazards and standard safety practices necessary in the area of work assigned.

Principles and procedures of record keeping.

Computer use and associated programs used by the department

Ability to:

Lead and perform a variety of skilled duties in water distribution facility repair and installation.

Work independently in the absence of supervision.

Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.

Use, maintain, and repair automated and mechanical water meters.

Professionally and diplomatically respond to questions and comments from the public.

Successfully complete the City's respirator fit-testing protocols; may be required to be clean shaven.

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Communicate clearly and concisely, both orally and in writing.

Use, operate, and care for hand tools, power tools, and other equipment in a safe and efficient manner.

Proficiently and safely operate construction equipment related to the construction trades; perform maintenance and repairs on tools and equipment.

Perform a variety of semi-skilled duties in water distribution facility repair and installation.

Perform preventive maintenance on mechanical equipment as required.

Interpret, explain, and enforce department policies and procedures within assigned crew.

Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work including the general public and work effectively as a member of a crew.

Read and interpret maps, sketches, drawings, specifications, and technical manuals.

Apply good judgment and practical knowledge to resolve unusual or irregular problems in the area of work assigned.

Perform duties in a manner to maximize public safety in the area of work assigned.

Lift 100 pounds.

Learn and operate a computer and associated programs used by the department.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Either three years of construction and maintenance experience in the installation and maintenance of pressurized water systems; OR, two years as a Water Maintenance Worker II with the City of Vallejo.

Training:

Specialized training in water distribution, operation, and maintenance may substitute for one year of the required experience.

License or Certificate

Possession of a valid California Class A driver license at the time of appointment is desirable, however newly appointed employees must be able to obtain a Class A license within their initial twelve (12) month probationary period. Incumbents must be able to obtain a Class A permit within thirty days of appointment and their Class A license within their six (6) month probation period. License must have the following endorsement: air brakes and manual transmission. Additional endorsements for tanker and hazmat at the time of appointment are highly desirable. Individuals must understand that the City may require Class A drivers acquire such additional endorsements during the course of their employment. Individuals who do not meet this requirement due to a physical disability will be reviewed on a case-by-case basis.

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for new employees. Incumbents must be able to obtain the Distribution Operator Grade D1 Certificate within their six (6) month probation period. A Grade D2 Certificate is desirable.

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Working Conditions

Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when operating assigned equipment. Acute hearing is required in both the office and the field. The ability to lift, carry, and push tools, equipment and supplies weighing up to 100 pounds is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including rain, heat, and cold. The incumbent may be exposed to fumes, dust chemicals, air contaminants, and moisture. The nature of the work may also require the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles, work in heavy vehicle traffic conditions, and work in and around confined spaces.

CSC Executive Secretary

Date: _____

Date Adopted by CSC: October 16, 2024

Revised: x New:

Class Code: 2616

Pay Grade: 70I

Bargaining Unit: IBEW

EEOC Category: 03

CITY OF VALLEJO
CLASSIFICATION SPECIFICATION
SENIOR WATER DISTRIBUTION TECHNICIAN

DEFINITION

To lead, oversee, and participate in the more complex and difficult work of staff responsible for providing installation and maintenance services of water distribution systems and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a higher level supervisory or management position.

Exercises technical and functional direct supervision over lower-level water distribution staff.

DISTINGUISHING CHARACTERISTICS

The Senior Water Distribution Technician is the lead and advanced journey level in the series. It differs from Water Distribution Technician in that the Senior acts as the lead worker and performs duties and tasks that are the most complex and advanced in the water distribution maintenance field. The Senior Water Distribution Technician is distinguished from the Utility Supervisor in that the Senior only provides lead/direct supervision for the work performed on an assigned crew whereas the Supervisor is a full supervisory class responsible for the full range of direct supervisory responsibilities.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

Lead, plan, train, and review the work of staff responsible for providing the installation, replacement, repair, and maintenance of water distribution systems.

Plan, direct, and participate in the installation, connection, maintenance, repair, relocation and testing of water mains, service lines, meters, valves, pumps, valves, fire services and hydrants, taps, backflow prevention devices and other associated water distribution facilities, including tanks and reservoirs.

Cut and fit pipes, make water main taps, detect leaks and notify customers; certify backflow devices.

Survey various areas of the water distribution system; locate and repair leaks in water distribution lines; check for potential hazards or contamination; take appropriate action as required.

Senior Water Distribution Technician

Estimate time, materials, and equipment required for jobs assigned; requisition materials as required.

Train assigned employees in their area of work in maintenance and repair methods, techniques, and in the set-up and use of equipment.

Operate construction equipment, power tools, and moderately heavy and light mechanical equipment including dump trucks, backhoe, wheel and track front-end loader, grader, paving machine, forklift, boom truck, compressors, jackhammer, tapping machine, wacker (compaction equipment), paint sprayers, sand-blasters, concrete saws, welding equipment and various other types of equipment; load, unload and operate pick-ups, trucks and truck-trailer combinations to transport maintenance supplies, materials, and equipment; maintain hand and power tools and assigned equipment; assign and/or perform preventative maintenance on equipment and tools as required.

Assign the performance of preventative maintenance on equipment and tools as required.

Perform heavy physical labor.

Locate water-related infrastructure with electronic locating equipment.

Perform welding on water mains and other equipment as required; perform welding in the cutting, repair and fabrication of equipment, tools, parts and fixtures.

Perform light building maintenance on pump stations, plant buildings, tanks and reservoirs, including light carpentry, masonry and concrete work.

Complete all paperwork related to work orders, work performed, resources ordered/used, timesheets, training reports, safety reports, etc.

Ensure the adherence to safe work policies and procedures; utilize proper safety precautions related to all work performed.

Perform the full range of duties assigned in the assigned area of work.

Oversee and verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications and safety protocols.

Respond to public inquiries in a courteous manner by providing information within the area of assignment; resolve complaints in an efficient and timely manner.

Participate in, respond to, and be available for emergency callouts for periods of up to one week at a time.

Senior Water Distribution Technician

Respond to emergency call outs within one hour when assigned to standby duty.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of general water line installation and maintenance activities.

Operations, services and activities of a water distribution system maintenance program including standard water sample collection.

Principles of lead supervision and training.

Methods and techniques of construction, maintenance, and repair related to the area of work assigned.

Basic mathematical operations such as addition, subtraction, multiplication, division, fractions, and percentages.

General use, purpose and maintenance of hand tools.

Mechanical and hydraulic principles.

Techniques, equipment and materials used in street and sidewalk maintenance and repair.

Operational characteristics of mechanical equipment and tools used in the area of work assigned.

Cutting torch principles and techniques.

Occupational hazards and standard work safety practices necessary in the area of work assigned, including city policies and procedures and local, state and federal regulatory requirements regarding workplace safety.

Local, state and federal regulatory requirements related to drinking water, storm water and any other similar water related mandates.

Principles and procedures of record keeping.

Computer use and associated programs used by the department.

Ability to:

Lead, organize, and review the work of water distribution staff in the area of work assigned.

Senior Water Distribution Technician

Independently perform the most difficult maintenance, construction, and repair work in the area of work assigned.

Use, maintain, and repair automated and mechanical water meters.

Participate in, respond to, and be available for emergency call outs for periods up to one week at a time.

Interpret, explain and enforce department policies and procedures within assigned crew.

Operate a variety of equipment in a safe and effective manner.

Perform preventive maintenance on mechanical equipment as required.

Work independently in the absence of supervision.

Use, operate and care for hand tools, power tools, and mechanical equipment in a safe and efficient manner.

Proficiently and safely operate construction equipment related to the construction trades; perform maintenance and repairs on tools and equipment.

Read and interpret maps, sketches, drawings, specifications, and technical manuals.

Perform a variety of semi-skilled and skilled duties in water distribution facility repair and installation.

Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.

Perform heavy manual labor.

Apply good judgment and practical knowledge to resolve unusual or irregular problems in the area of work assigned.

Perform duties in a manner to maximize public safety in the area of work assigned.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work including the general public.

Senior Water Distribution Technician

Professionally and diplomatically respond to questions and comments from the public and city staff, including subordinates and superiors.

Lift 100 pounds.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Three years' experience performing journey level water distribution system work preferably within a public agency; OR, one year as a Water Distribution Technician with the City of Vallejo.

Training:

Specialized training in water distribution, operation, and maintenance may substitute for one year of the required experience.

License or Certificate

Possession of a valid California Class A driver license at the time of appointment. License must have the following endorsement: air brakes and manual transmission. Additional endorsements for tanker and hazmat at the time of appointment are highly desirable. Individuals must understand that the City may require Class A drivers acquire such additional endorsements during the course of their employment. Individuals who do not meet this requirement due to a physical disability will be reviewed on a case-by-case basis.

Possession of a Backflow Prevention Device General Tester Certificate issued by the American Water Works Association California Nevada Section (AWWA-Cal-Nev. Section) and/or the Northern California Backflow Prevention Association (NCBPA).

Possession of a Water Distribution Operator Grade D2 Certificate issued by the State of California Water Resources Control Board.

Possession of a Cross Connection Control Program Specialist Certificate issued by the American Water Works Association California Nevada Section (AWWA-Cal-Nev. Section) and/or the Northern California Backflow Prevention Association (NCBPA) at the time of appointment is desirable but must be obtained within twelve (12) months of appointment and maintained thereafter as a condition of employment.

Working Conditions

Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when operating assigned equipment. Acute hearing is required in both the office and the field. The ability to lift, carry, and push tools, equipment and supplies weighing up to 100

Senior Water Distribution Technician pounds is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including rain, heat, and cold. The incumbent may be exposed to fumes, dust chemicals, air contaminants, and moisture. The nature of the work may also require the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles, work in heavy vehicle traffic conditions, and work in and around confined spaces.

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Date: _____

CSC Executive Secretary

Date Adopted by CSC: October 16, 2024

Revised: x New:

Class Code: 2619

Pay Grade: 10J

Bargaining Unit: IBEW

EEOC Category: 03

CITY OF VALLEJO**CLASSIFICATION SPECIFICATION****SENIOR WATER DISTRIBUTION TECHNICIAN****DEFINITION**

To lead, oversee, and participate in the more complex and difficult work of staff responsible for providing installation and maintenance services of water distribution systems and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a higher level supervisory or management position.

Exercises technical and functional direct supervision over lower-level water distribution staff.

DISTINGUISHING CHARACTERISTICS

The Senior Water Distribution Technician is the lead and advanced journey level in the series. It differs from Water Distribution Technician in that the Senior acts as the lead worker and performs duties and tasks that are the most complex and advanced in the water distribution maintenance field. The Senior Water Distribution Technician is distinguished from the Utility Supervisor in that the Senior only provides lead/direct supervision for the work performed on an assigned crew whereas the Supervisor is a full supervisory class responsible for the full range of direct supervisory responsibilities.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

Lead, plan, train, and review the work of staff responsible for providing the installation, replacement, repair, and maintenance of water distribution systems.

Plan, direct, and participate in the installation, connection, maintenance, repair, relocation and testing of water mains, service lines, meters, valves, pumps, valves, fire services and hydrants, taps, backflow prevention devices and other associated water distribution facilities, including tanks and reservoirs.

Cut and fit pipes, make water main taps, detect leaks and notify customers; certify backflow devices.

Survey various areas of the water distribution system; locate and repair leaks in water distribution lines; check for potential hazards or contamination; take appropriate action as required.

Senior Water Distribution Technician

Estimate time, materials, and equipment required for jobs assigned; requisition materials as required.

Train assigned employees in their area of work in maintenance and repair methods, techniques, and in the set-up and use of equipment.

Operate construction equipment, power tools, and moderately heavy and light mechanical equipment including dump trucks, backhoe, wheel and track front-end loader, grader, paving machine, forklift, boom truck, compressors, jackhammer, tapping machine, wacker (compaction equipment), paint sprayers, sand-blasters, concrete saws, welding equipment and various other types of equipment; load, unload and operate pick-ups, trucks and truck-trailer combinations to transport maintenance supplies, materials, and equipment; maintain hand and power tools and assigned equipment; assign and/or perform preventative maintenance on equipment and tools as required.

Assign the performance of preventative maintenance on equipment and tools as required.

Perform heavy physical labor.

Locate water-related infrastructure with electronic locating equipment.

Perform welding on water mains and other equipment as required; perform welding in the cutting, repair and fabrication of equipment, tools, parts and fixtures.

Perform light building maintenance on pump stations, plant buildings, tanks and reservoirs, including light carpentry, masonry and concrete work.

Complete all paperwork related to work orders, work performed, resources ordered/used, timesheets, training reports, safety reports, etc.

Ensure the adherence to safe work policies and procedures; utilize proper safety precautions related to all work performed.

Perform the full range of duties assigned in the assigned area of work.

Oversee and verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications and safety protocols.

Respond to public inquiries in a courteous manner by providing information within the area of assignment; resolve complaints in an efficient and timely manner.

Participate in, respond to, and be available for emergency callouts for periods of up to one week at a time.

Respond to emergency call outs within one hour when assigned to standby duty.

Senior Water Distribution Technician

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of general water line installation and maintenance activities.

Operations, services and activities of a water distribution system maintenance program including standard water sample collection.

Principles of lead supervision and training.

Methods and techniques of construction, maintenance, and repair related to the area of work assigned.

Basic mathematical operations such as addition, subtraction, multiplication, division, fractions, and percentages.

General use, purpose and maintenance of hand tools.

Mechanical and hydraulic principles.

Techniques, equipment and materials used in street and sidewalk maintenance and repair.

Operational characteristics of mechanical equipment and tools used in the area of work assigned.

Cutting torch principles and techniques.

Occupational hazards and standard work safety practices necessary in the area of work assigned, including city policies and procedures and local, state and federal regulatory requirements regarding workplace safety.

Local, state and federal regulatory requirements related to drinking water, storm water and any other similar water related mandates.

Principles and procedures of record keeping.

Computer use and associated programs used by the department.

Ability to:

Lead, organize, and review the work of water distribution staff in the area of work assigned.

Senior Water Distribution Technician

Independently perform the most difficult maintenance, construction, and repair work in the area of work assigned.

Use, maintain, and repair automated and mechanical water meters.

Participate in, respond to, and be available for emergency call outs for periods up to one week at a time.

Interpret, explain and enforce department policies and procedures within assigned crew.

Operate a variety of equipment in a safe and effective manner.

Perform preventive maintenance on mechanical equipment as required.

Work independently in the absence of supervision.

Use, operate and care for hand tools, power tools, and mechanical equipment in a safe and efficient manner.

Proficiently and safely operate construction equipment related to the construction trades; perform maintenance and repairs on tools and equipment.

Read and interpret maps, sketches, drawings, specifications, and technical manuals.

Perform a variety of semi-skilled and skilled duties in water distribution facility repair and installation.

Perform a variety of manual tasks for extended periods of time and in unfavorable weather conditions.

Perform heavy manual labor.

Apply good judgment and practical knowledge to resolve unusual or irregular problems in the area of work assigned.

Perform duties in a manner to maximize public safety in the area of work assigned.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work including the general public.

Professionally and diplomatically respond to questions and comments from the public and city

Senior Water Distribution Technician

staff, including subordinates and superiors.

Lift 100 pounds.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Three years' experience performing journey level water distribution system work preferably within a public agency; OR, one year as a Water Distribution Technician with the City of Vallejo.

Training:

Specialized training in water distribution, operation, and maintenance may substitute for one year of the required experience.

License or Certificate

Possession of a valid California Class A driver license at the time of appointment. License must have the following endorsement: air brakes and manual transmission. Additional endorsements for tanker and hazmat at the time of appointment are highly desirable. Individuals must understand that the City may require Class A drivers acquire such additional endorsements during the course of their employment. Individuals who do not meet this requirement due to a physical disability will be reviewed on a case-by-case basis.

Possession of a Backflow Prevention Device General Tester Certificate issued by the American Water Works Association California Nevada Section (AWWA-Cal-Nev. Section) and/or the Northern California Backflow Prevention Association (NCBPA).

Possession of a Water Distribution Operator Grade D2 Certificate issued by the State of California Water Resources Control Board.

Possession of a Cross Connection Control Program Specialist Certificate issued by the American Water Works Association California Nevada Section (AWWA-Cal-Nev. Section) and/or the Northern California Backflow Prevention Association (NCBPA) at the time of appointment is desirable but must be obtained within twelve (12) months of appointment and maintained thereafter as a condition of employment.

Working Conditions

Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when operating assigned equipment. Acute hearing is required in both the office and the field. The ability to lift, carry, and push tools, equipment and supplies weighing up to 100 pounds is also required. Additionally, the incumbent in this outdoor position works in all weather

Senior Water Distribution Technician
conditions, including rain, heat, and cold. The incumbent may be exposed to fumes, dust chemicals, air contaminants, and moisture. The nature of the work may also require the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles, work in heavy vehicle traffic conditions, and work in and around confined spaces.

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

CSC Executive Secretary

Date: _____

Date Adopted by CSC: October 16, 2024

Revised: x **New:**

Class Code: 2619

Pay Grade: 10J

Bargaining Unit: IBEW

EEOC Category: 03



Department of Human Resources · 555 Santa Clara Street · Vallejo · CA · 94590 · 707.648.4363

To: Civil Service Commission

From: April Adams, Human Resources Program Manager

Date: October 11, 2024

Subject: Approve Title and Specification of new Classified Position – Call Taker

RECOMMENDATION

Approve the title and specification for the new classification of Call Taker and place it in the Classified service of the City's Classification Plan.

REASON FOR RECOMMENDATION

The addition of the Call Taker classification will assist the Police Department's Communications Center in answering non-emergency and emergency calls from the public.

BACKGROUND AND DISCUSSION

City departments have an opportunity twice per year (midyear and fiscal year budgets) to reassess their positions. During the midyear cycle, the Police Department assessed their staffing and positions to determine where they could add efficiency and effectiveness.

The Call Taker position is being created to provide support within the Communications Center of the Police Department and to help alleviate the increasing workload of Communications Operators (911 dispatchers) by answering both emergency and non-emergency calls from the public, gathering preliminary call information, and entering call information into the system.

The recommendation of staff is to create the classification of Call Taker and place it in the Classified service and the City's Classification Plan.

Civil Service Rule 3.1 states that all positions shall be allocated to either the classified or unclassified service as provided by City Charter Section 801. The Civil Service Commission is tasked with considering whether a position is appropriately classified or unclassified and reviews the specifications and title of new positions. Commission Rule 4.5 states in part, "whenever a new position is authorized or created...the Commission shall allocate or reallocate such position

by assignment of a title, either one already in the classification plan, or shall prepare a new specification and a new class title appropriate to the position.”

It is the City’s intent to fill future vacancies in the new classification of Call Taker. This classification was presented to IBEW Local 1245 prior to this meeting. Community of interest analysis determined that the community of interest for the classification of Call Taker lies with IBEW. Factors considered in the community of interest analysis are job functions, qualifications, training, skills, supervision, frequency of contact with other employees, integration of work functions with other employees, and hours of work. The Commission’s role is to review and approve the title and specification of new classifications. Upon approval, staff will seek City Council authorization to amend the Positions and Salaries Resolution to add necessary positions and set salary ranges for the new classifications.

Pursuant to Vallejo Municipal Code section 2.60.340(A), an annual positions and salaries ordinance or resolution is adopted by City Council. The positions and salaries resolution shall “create new positions,” as well as prescribe the number of regular positions authorized for each department.

DOCUMENTS ATTACHED

Attachment A – Classification Specification – Call Taker

CONTACT

April Adams
Human Resources Program Manager
Contact Information: (707)648-4378
April.adams@cityofvallejo.net

CALL TAKER

SUMMARY DESCRIPTION

To perform a variety of duties in direct support of public safety personnel including the receipt and interpretation of all emergency and non-emergency calls for law enforcement, fire, ambulance, other emergency, and non-emergency assistance.

DISTINGUISHING CHARACTERISTICS

This class is the entry-level position and performs duties under close supervision. Incumbents learn to receive requests for assistance, evaluate criticality and type of response needed. The Call Taker level is distinguished from the Communications Operator I in that the former only inputs information into computer-aided dispatch (CAD) system from calls received, which are then relayed to the latter.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from a Communications Supervisor, general supervision from the Communications Manager, and receives functional supervision from Patrol Supervisors, to include the On-Duty Watch Commander.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Receives emergency and non-emergency calls and texts, complaints, and inquiries from the public requesting fire, police, or other public safety assistance.

Gathers vital information from callers. Summarizes essential information and enters information into computer-aided dispatch (CAD) system with a keyboard.

Perform a variety of record keeping, filing, indexing, and other general clerical work; maintain a variety of logs relating to public safety activities.

Respond to public inquiries in a courteous manner; provide information; resolve complaints in an efficient and timely manner.

Scans and distributes messages received from CAD and updates the CAD system with residential and commercial alerts and other information.

Contacts other agencies such as public utilities, tow companies, alarm companies, hospitals, crisis centers, and other fire and police agencies to coordinate public safety and mutual aid operations.

Perform other work as assigned.

QUALIFICATIONS

KNOWLEDGE OF:

Basic record keeping principles and practices.

Basic clerical methods and procedures, including grammar and spelling.

Modern office practices and equipment, including applicable software.

SKILL TO:

Organize and manage time effectively.

Accurately and efficiently type using a computer keyboard.

ABILITY TO:

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships.

Receive information from the public, accurately summarize critical facts, and quickly enter information into CAD using a keyboard.

Learn the functions of law enforcement, fire, paramedical care and other emergency services.

Learn the main streets and geographical areas of the City of Vallejo and surrounding communities.

Learn and memorize various codes, including radio codes, penal codes, vehicle codes, etc.

Learn the basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations.

Read and interpret written instructions, policies, procedures, rules, and street maps.

Follow written and oral instructions.

Prepare clear and accurate records and reports.

Maintain confidentiality regarding sensitive information.

Type a minimum of 35 words per minute.

Work various shifts associated with a 24-hour, 7-days-a-week operation and wear a uniform.

Handle a variety of demands simultaneously such as listening to the radio, communicating on the phone, typing, and speaking to other communication operators.

Experience and Education - Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Some experience of office support-related experience which includes significant contact with the public. Experience performing work which is closely related to call-taking/dispatch is preferred.

Education:

High School Diploma or equivalent.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid California driver license upon hire.

***Any license, certification, or registration required for this position shall be maintained (i.e. active and in good standing) at all times during employment with City of Vallejo. For continued employment with City of Vallejo, you must maintain such license, certification, or registration to meet the minimum qualifications of this position.**

Tools and Equipment

Telephone console to receive emergency and non-emergency telephone calls; PC CAD systems with mapping features and printer; Radio console controls and monitors; Headsets; Mobile Data computers; Microsoft Word and E-mail; Copy machine; Fax machine; California Law Enforcement Telephone System (CLETS); Telecommunications Device for the Deaf and Hard of Hearing (TDD).

Disaster Service Workers

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Working 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.

Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and wearing a headset; occasionally performs moderate lifting, carrying, pushing, pulling, stooping. Must be able to work in an environment with randomly occurring periods that are dominated by crisis and stress-filled conditions.

While performing the duties of this job, the employee may be required to sit or stand for long periods of time, talk and hear, and have intense attentiveness for prolonged periods. The noise level in the work environment is moderately quiet. The employee may be required to walk or move about. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to effectively monitor the CAD screens and security monitors as well as the ability to adjust focus. Specific hearing abilities include constant monitoring of radio channels and the answering of telephone lines.

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

CSC Executive Secretary

Date

Date Adopted by CSC: October 16, 2024

Revised: **New:** **x**

Date Adopted by City Council:

Council Agenda Item:

Class Code:

Pay Grade: 73I

Bargaining Unit: IBEW

Exempt: **Non-Exempt:** x

EEOC Category: 06



Department of Human Resources · 555 Santa Clara Street · Vallejo · CA · 94590 · 707.648.4363

To: Civil Service Commission

From: April Adams, Human Resources Program Manager

Date: October 11, 2024

Subject: Approve Classification Specification Revisions for Communications Operator I/II and Communications Supervisor

RECOMMENDATION

Approve the classification revisions for Communications Operator I/II and Communications Supervisor.

REASON FOR RECOMMENDATION

The revisions to the classifications for Communications Operator I/II and Communications Supervisor are being requested due to the addition of the Call Taker classification.

BACKGROUND AND DISCUSSION

City departments have an opportunity twice per year (midyear and fiscal year budgets) to reassess their positions. During the midyear cycle, the Police Department assessed their staffing and positions to determine where they could add efficiency and effectiveness.

As a result of that assessment, the Call Taker classification was created and is being presented to the Commission for approval. The creation of the Call Taker classification required Human Resources to reprioritize the duty related to call taking in the classification for Communications Operator I/II.

We also took this opportunity to update some of the other language contained in the classification such as the requirement to possess a California Law Enforcement Telephone System (CLETS) certificate with full access or proof of previous access at the time of hire. CLETS access is obtained by an incumbent after they have been hired by an agency, so this is not something that all applicants (who would otherwise be qualified) would be able to provide at the time of application.

Part of the process in making classification revisions is to evaluate each of the classifications in the series. We found that the language in the classification for Communications Supervisor should also be updated. The revisions include removing the requirement to have one year of previous experience in a supervisory capacity. Since most internal incumbents who are seeking promotion from the Communications Operator II position will not have existing supervisory experience, this language can create adverse impact to internal incumbents seeking promotion. We have also made some administrative corrections to the Licenses and Certificates and Working Conditions sections.

The recommendation of staff is that we revise the certification language in each of the classifications listed.

Civil Service Rule 4.6 states that revisions to the classification plan shall be approved by the Commission either by changes in the classification title, by amendments of specifications or by addition of a class without amendments to the Civil Service Rules and Regulations. Significant revisions as used in Rule 4.6 means revisions that alter the substantive meaning of any job duty detailed in existing classification plan. This expression does not include editorial, stylistic or other revisions that have minimal or have no impact on the basic meaning of the job duties detailed in the existing classification plan which shall be considered “minor revisions”. If significant revisions to a classification plan are being proposed for approval by the Commission with or without agreement from the affected collective bargaining units representing the class, the Executive Secretary must provide notice to the bargaining unit(s) at least three (3) calendar days prior to meeting at which a classification recommendation is being made. All minor revisions to a classification plan may be approved by the Executive Secretary.

The proposed revision to these classifications changes the minimum requirements that an applicant must meet in order to be eligible to compete in the selection process and are therefore considered significant. The Commission’s role is to consider the recommendation of the City to revise the classification specifications for Communications Operator I/II and Communications Supervisor.

DOCUMENTS ATTACHED

Attachment A – Classification Specification Revision (Redline) – Communications Operator I/II

Attachment B – Classification Specification Revision (Clean) – Communications Operator I/II

Attachment C – Classification Specification Revision (Redline) – Communications Supervisor

Attachment D – Classification Specification Revision (Clean) – Communications Supervisor

CONTACT

April Adams
Human Resources Program Manager
Contact Information: (707) 648-4378
April.adams@cityofvallejo.net

~~CITY OF VALLEJO~~~~CLASSIFICATION SPECIFICATION~~**COMMUNICATIONS OPERATOR I
COMMUNICATIONS OPERATOR II****DEFINITION**

To perform a variety of complex duties in direct support of public safety personnel including receipt, interpretation, and dispatching of calls for law enforcement, fire, ambulance and other emergency assistance; direct fire and medical emergencies to the proper agency for response; accurately utilize a computer-aided dispatch system to initiate a response to effectively handle emergencies; utilize a two-way radio system to communicate with field units; accurately maintain the status of all field units; and provide information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Communications Operator I - This is the entry/trainee level class in the Communications Operator series. This class is distinguished from the Communications Operator II by the performance of the more routine tasks and duties assigned to positions within the series in the Communications Section. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Incumbents are expected to promote to the Communications Operator II level after satisfactory completion of an eighteen-month probationary period and when experience and education requirements for the Communications Operator II level are met.

Communications Operator II - This is the full journey level class within the Communications Operator series. Employees within this class are distinguished from the Communications Operator I by the performance of the full range of duties as assigned in the Communications Section and/or the Patrol Division. Employees 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. Positions in this class are flexibly staffed and are normally filled by advancement from the Communications Operator I level, or when filled from the outside, have prior public safety dispatch or police officer experience. Newly hired employees are expected to satisfactorily complete an eighteen-month probationary period. Incumbents from within the Vallejo Police Department who were formerly classified as Communications Operator I employees must satisfactorily complete a six-month probationary period following promotion to Communications Operator II.

SUPERVISION RECEIVED AND EXERCISED**Communications Operator I**

Receives immediate supervision from a Communications Supervisor and receives functional supervision from Patrol Supervisors, to include the On-Duty Watch Commander.

Communications Operator II

Receives general supervision from a Communications Supervisor in the Communications Center and Patrol Supervisors, to include the On-Duty Watch Commander.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

When Functioning in the Communications Center:

~~Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations. Enters relevant information by computer keyboard and accurately transmits messages for dispatching as necessary and in accordance with established procedures operating a computer aided dispatch system.~~

- Assigns calls to police units for necessary action, determining the appropriate units required for response. Coordinates, when necessary, with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and actively listens to police radio frequencies to ensure correct status of officers and emergency personnel. Maintains contact with all units on assignment; maintains daily log of all field calls and units dispatched.

Dispatches law enforcement or other emergency personnel and equipment. Operates a variety of communications equipment, including computer-aided dispatch terminals, radio transmitters and receivers, dispatch consoles, electronic data terminals, telephone and lease line teletype. Monitors multiple computer screens simultaneously. Enters, updates and retrieves information from computerized databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement and public safety agencies. Determines appropriate communications or research channels selected from emergency telephone lines, radio room telephone lines, business telephone lines, police radio channels, other agency radio channels, and manual computerized information systems.

Provides information to officers and field personnel expeditiously, including but not limited to, warrants, vehicles, driver's licenses, parole, and criminal history information. Interprets or clarifies coded responses from various systems for law enforcement, public safety, or other relevant parties. Confirms warrants with responsible agencies, receives and files warrants and

updates status of warrants. Receives, responds to and documents requests for Division of Motor Vehicle printouts; documents vehicle impound information.

Accurately processes information received in the communications center and accurately disseminates that information to the appropriate concerned parties, including but not limited to, relatives of those involved; employers; hospitals; sworn and non-sworn public safety personnel at other agencies; other City departments; ambulance services; detoxification centers; tow companies; attorneys; state parole; county probation; animal control; commercial establishments; alarm companies and schools.

When appropriate, monitors other public safety and emergency preparedness radio traffic; security monitors; and takes necessary action.

Receives, interprets, classifies, prioritizes and responds to calls and texts of a routine and emergency nature, including those calls and texts involving life-threatening situations. Enters relevant information by computer keyboard and accurately transmits messages for dispatching as necessary and in accordance with established procedures while operating a computer aided dispatch system.

- Maintains a variety of automated and manual logs, records and files related to communications center activities.

~~Makes~~Make court appearances as required related to assigned activities.

Performs a variety of record keeping, filing, indexing and other general clerical work; maintains a variety of logs relating to public safety activities.

Responds to public inquiries in a courteous manner; provides information; resolves complaints in an efficient and timely manner.

Performs other work as assigned.

When Functioning in the Field:

Operates a motor vehicle in the performance of assigned duties and responsibilities.

Performs communications center activities in a mobile vehicle or mobile setting.

Performs other work as assigned.

QUALIFICATIONS

Communications Operator I

Knowledge of:

Customer service and professional telephone answering techniques.

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

Ability to:

Act appropriately and decisively under stressful and/or emergency situations.

Learn, apply and maintain knowledge of departmental rules, regulations, policies and procedures and information pertaining to law enforcement dispatch.

Learn policies and procedures of receiving and processing emergency calls.

Read, understand and apply a variety of call-taking information and materials.

-

Learn call interview and law enforcement dispatch techniques and procedures.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Utilize a two-way radio system to communicate with field units; and accurately maintain the status of all field units.

Read and effectively interpret small-scale maps, have general knowledge of surrounding geographical area and information generated from a computer screen.

Learn general law enforcement codes, practices and methods.

Act promptly and appropriately in emergencies.

Speak clearly and concisely in a well-modulated voice pattern.

Effectively communicate with and elicit information from upset and irate citizens.

Maintain confidentiality of information.

Understand and follow both oral and written instructions promptly and accurately.

Communicate effectively in the English language in both oral and written forms.

Wear a telephone headset and be able to hear, distinguish and understand voices with background noises present.

Type accurately at a speed necessary for successful job performance. Must type a minimum of 35 words per minute.

Establish and maintain courteous and effective work relationships with subordinates, peers, supervisors and the general public.

Operate various office equipment including computer terminals.

Work various shifts as assigned.

Work flexible hours.

Sit or stand for long periods of time.

Effectively multi-task.

Provide courteous and effective customer service.

Maintain professional composure and take responsible and effective action during stressful situations.

Perform related duties as assigned.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Some experience operating radio, teletypewriter or other communication equipment is highly desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by general clerical experience.

Licenses:

Possession of, or ability to obtain, an appropriate, valid California driver license upon hire.

Tools and Equipment

Telephone console to receive 911 and non-emergency telephone calls; PC computer aided dispatch systems with mapping features and printer; Radio console controls and monitors; Headsets; Mobile Data computers; Microsoft Word and E-mail; Copy machine; Fax machine; California Law Enforcement Telephone System (CLETS); Telecommunications Device for the Deaf and Hard of Hearing (TDD).

Working 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.~~

~~Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and wearing a headset; occasionally performs moderate lifting, carrying, pushing, pulling, stooping. Must be able to work in an environment with randomly occurring periods that are dominated by crisis and stress filled conditions.~~

~~While performing the duties of this job, the employee may be required to sit or stand for long periods of time, talk and hear, and have intense attentiveness for prolonged periods. The noise level in the work environment is moderately quiet. The employee may be required to walk or move about. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.~~

~~The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to effectively monitor the computer aided dispatch (CAD) screens and security monitors as well as the ability to adjust focus. Specific hearing abilities include constant monitoring of radio channels and the answering of telephone lines.~~

Communication Operator II

In addition to the qualifications listed in Communications Operator I:

Knowledge of:

Procedures used in operating Computer Aided Dispatch and 9-1-1 systems for a large agency.

Policies and procedures of receiving and processing emergency calls and requests for service.

Basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Geographic features and streets within the area served.

Principles and procedures of record keeping including the maintenance and security of fire and police communications reports.

Basic principles of report preparation.

-

Knowledge of (Continued)

Techniques for dealing with the public in a tactful but firm manner.

Ability to:

Operate radio transmitting equipment.

Maintain familiarity with City districts and boundaries, streets, landmarks, and police jurisdictions.

Maintain confidentiality of information.

Learn the organization and functions of a municipal law enforcement agency.

Learn pertinent Federal, State, and local laws, codes and regulations.

Apply the laws, codes, policies and procedures related to the gathering of legal evidence.

Apply Federal, State, City and departmental laws, policies and procedures.

Deal with the public firmly, courteously and tactfully.

May perform training duties for Communications Operator I level employees and other in-house training.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

One year of public safety dispatching experience **or** three years of experience as a police officer and the P.O. S. T. Entry-level Dispatcher Selection Test Battery as required under P. O. S. T. guidelines.

Training:

Equivalent to the completion of the twelfth grade. Specialized training in law enforcement practices, rules, procedures, codes and regulations is desirable.

License or Certificate

Possession of a valid, appropriate California driver's license at the time of employment.

Possession of a P.O.S.T Basic Dispatcher Certificate is required. ~~Required~~

~~California Law Enforcement Telephone System (CLETS) Certificate with full access—Required. Current certification preferred, but proof of past certificate acceptable.~~

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Working 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.

- Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and wearing a headset; occasionally performs moderate lifting, carrying, pushing, pulling, stooping. Must be able to work in an environment with randomly occurring periods that are dominated by crisis and stress-filled conditions.

- While performing the duties of this job, the employee may be required to sit or stand for long periods of time, talk and hear, and have intense attentiveness for prolonged periods. The noise level in the work environment is moderately quiet. The employee may be required to walk or move about. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

- The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to effectively monitor the computer-aided dispatch (CAD) screens and security monitors as well as the ability to adjust focus. Specific hearing abilities include constant monitoring of radio channels and the answering of telephone lines.

Date: _____

CSC Executive SecretaryDate Adopted by CSC: October 16, 2024Revised: x New:Class Code: 2245Pay Grade: 13JBargaining Unit: IBEWEEOC Category: 03

Department Head Signature _____ Date: _____

Date Adopted by CSC _____

Revised _____ New _____

Class Code 02245Pay Grade 0023Bargaining Unit IBEWEEOC Category 03

Date: _____

CSC Executive SecretaryDate Adopted by CSC: October 16, 2024Revised: x New:Class Code: 2250Pay Grade: 63JBargaining Unit: IBEWEEOC Category: 03

Department Head Signature _____ Date: _____

Date Adopted by CSC _____

Revised _____ New _____

Class Code 02250Pay Grade 0031Bargaining Unit IBEWEEOC Category 03*Revision approved 08/14/00, Civil Service Commission.*

Revision approved 10/17/2013 by Civil Service Commission Executive Secretary.

Revision approved 08/11/2014, Civil Service Commission.

COMMUNICATIONS OPERATOR I COMMUNICATIONS OPERATOR II

DEFINITION

To perform a variety of complex duties in direct support of public safety personnel including receipt, interpretation, and dispatching of calls for law enforcement, fire, ambulance and other emergency assistance; direct fire and medical emergencies to the proper agency for response; accurately utilize a computer-aided dispatch system to initiate a response to effectively handle emergencies; utilize a two-way radio system to communicate with field units; accurately maintain the status of all field units; and provide information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Communications Operator I - This is the entry/trainee level class in the Communications Operator series. This class is distinguished from the Communications Operator II by the performance of the more routine tasks and duties assigned to positions within the series in the Communications Section. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Incumbents are expected to promote to the Communications Operator II level after satisfactory completion of an eighteen-month probationary period and when experience and education requirements for the Communications Operator II level are met.

Communications Operator II - This is the full journey level class within the Communications Operator series. Employees within this class are distinguished from the Communications Operator I by the performance of the full range of duties as assigned in the Communications Section and/or the Patrol Division. Employees 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. Positions in this class are flexibly staffed and are normally filled by advancement from the Communications Operator I level, or when filled from the outside, have prior public safety dispatch or police officer experience. Newly hired employees are expected to satisfactorily complete an eighteen-month probationary period. Incumbents from within the Vallejo Police Department who were formerly classified as Communications Operator I employees must satisfactorily complete a six-month probationary period following promotion to Communications Operator II.

SUPERVISION RECEIVED AND EXERCISED

Communications Operator I

Receives immediate supervision from a Communications Supervisor and receives functional supervision from Patrol Supervisors, to include the On-Duty Watch Commander.

Communications Operator II

Receives general supervision from a Communications Supervisor in the Communications Center and Patrol Supervisors, to include the On-Duty Watch Commander.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

When Functioning in the Communications Center:

Assigns calls to police units for necessary action, determining the appropriate units required for response. Coordinates, when necessary, with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and actively listens to police radio frequencies to ensure correct status of officers and emergency personnel. Maintains contact with all units on assignment; maintains daily log of all field calls and units dispatched.

Dispatches law enforcement or other emergency personnel and equipment. Operates a variety of communications equipment, including computer-aided dispatch terminals, radio transmitters and receivers, dispatch consoles, electronic data terminals, telephone and lease line teletype. Monitors multiple computer screens simultaneously. Enters, updates and retrieves information from computerized databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement and public safety agencies. Determines appropriate communications or research channels selected from emergency telephone lines, radio room telephone lines, business telephone lines, police radio channels, other agency radio channels, and manual computerized information systems.

Provides information to officers and field personnel expeditiously, including but not limited to, warrants, vehicles, driver's licenses, parole and criminal history information. Interprets or clarifies coded responses from various systems for law enforcement, public safety, or other relevant parties. Confirms warrants with responsible agencies, receives and files warrants and updates status of warrants. Receives, responds to and documents requests for Division of Motor Vehicle printouts; documents vehicle impound information.

Accurately processes information received in the communications center and accurately disseminates that information to the appropriate concerned parties, including but not limited to, relatives of those involved; employers; hospitals; sworn and non-sworn public safety personnel at other agencies; other City departments; ambulance services; detoxification centers; tow

companies; attorneys; state parole; county probation; animal control; commercial establishments; alarm companies and schools.

When appropriate, monitors other public safety and emergency preparedness radio traffic; security monitors; and takes necessary action.

Receives, interprets, classifies, prioritizes and responds to calls and texts of a routine and emergency nature, including those calls and texts involving life-threatening situations. Enters relevant information by computer keyboard and accurately transmits messages for dispatching as necessary and in accordance with established procedures while operating a computer aided dispatch system.

Maintains a variety of automated and manual logs, records and files related to communications center activities.

Make court appearances as required related to assigned activities.

Performs a variety of record keeping, filing, indexing and other general clerical work; maintains a variety of logs relating to public safety activities.

Responds to public inquiries in a courteous manner; provides information; resolves complaints in an efficient and timely manner.

Performs other work as assigned.

When Functioning in the Field:

Operates a motor vehicle in the performance of assigned duties and responsibilities.

Performs communications center activities in a mobile vehicle or mobile setting.

Performs other work as assigned.

QUALIFICATIONS

Communications Operator I

Knowledge of:

Customer service and professional telephone answering techniques.

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

Ability to:

Act appropriately and decisively under stressful and/or emergency situations.

Learn, apply and maintain knowledge of departmental rules, regulations, policies and procedures and information pertaining to law enforcement dispatch.

Learn policies and procedures of receiving and processing emergency calls.

Read, understand and apply a variety of call-taking information and materials.

Learn call interview and law enforcement dispatch techniques and procedures.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Utilize a two-way radio system to communicate with field units; and accurately maintain the status of all field units.

Read and effectively interpret small-scale maps, have general knowledge of surrounding geographical area and information generated from a computer screen.

Learn general law enforcement codes, practices and methods.

Act promptly and appropriately in emergencies.

Speak clearly and concisely in a well-modulated voice pattern.

Effectively communicate with and elicit information from upset and irate citizens.

Maintain confidentiality of information.

Understand and follow both oral and written instructions promptly and accurately.

Communicate effectively in the English language in both oral and written forms.

Wear a telephone headset and be able to hear, distinguish and understand voices with background noises present.

Type accurately at a speed necessary for successful job performance. Must type a minimum of 35 words per minute.

Establish and maintain courteous and effective work relationships with subordinates, peers, supervisors and the general public.

Operate various office equipment including computer terminals.

Work various shifts as assigned.

Work flexible hours.

Sit or stand for long periods of time.

Effectively multi-task.

Provide courteous and effective customer service.

Maintain professional composure and take responsible and effective action during stressful situations.

Perform related duties as assigned.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Some experience operating radio, teletypewriter or other communication equipment is highly desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by general clerical experience.

Licenses:

Possession of, or ability to obtain, an appropriate, valid California driver license upon hire.

Tools and Equipment

Telephone console to receive 911 and non-emergency telephone calls; PC computer aided dispatch systems with mapping features and printer; Radio console controls and monitors; Headsets; Mobile Data computers; Microsoft Word and E-mail; Copy machine; Fax machine; California Law Enforcement Telephone System (CLETS); Telecommunications Device for the Deaf and Hard of Hearing (TDD).

Communication Operator II

In addition to the qualifications listed in Communications Operator I:

Knowledge of:

Procedures used in operating Computer Aided Dispatch and 9-1-1 systems for a large agency.

Policies and procedures of receiving and processing emergency calls and requests for service.

Basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Geographic features and streets within the area served.

Principles and procedures of record keeping including the maintenance and security of fire and police communications reports.

Basic principles of report preparation.

Techniques for dealing with the public in a tactful but firm manner.

Ability to:

Operate radio transmitting equipment.

Maintain familiarity with City districts and boundaries, streets, landmarks, and police jurisdictions.

Maintain confidentiality of information.

Learn the organization and functions of a municipal law enforcement agency.

Learn pertinent Federal, State, and local laws, codes and regulations.

Apply the laws, codes, policies and procedures related to the gathering of legal evidence.

Apply Federal, State, City and departmental laws, policies and procedures.

Deal with the public firmly, courteously and tactfully.

May perform training duties for Communications Operator I level employees and other in-house training.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

One year of public safety dispatching experience **or** three years of experience as a police officer and the P.O. S. T. Entry-level Dispatcher Selection Test Battery as required under P. O. S. T. guidelines.

Training:

Equivalent to the completion of the twelfth grade. Specialized training in law enforcement practices, rules, procedures, codes and regulations is desirable.

License or Certificate

Possession of a valid, appropriate California driver's license at the time of employment.

Possession of a P.O.S.T Basic Dispatcher Certificate is required.

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Working 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.

Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and wearing a headset; occasionally performs moderate lifting, carrying, pushing, pulling, stooping. Must be able to work in an environment with randomly occurring periods that are dominated by crisis and stress-filled conditions.

REVISÉD OCTOBER 2024

The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to effectively monitor the computer-aided dispatch (CAD) screens and security monitors as well as the ability to adjust focus. Specific hearing abilities include constant monitoring of radio channels and the answering of telephone lines.

EEOC Category: 03

EEOC Category: 03

Revision approved 08/11/2014, Civil Service Commission.

~~CITY OF VALLEJO~~

~~CLASSIFICATION SPECIFICATION~~

COMMUNICATIONS SUPERVISOR

DEFINITION

To supervise, oversee, and participate in a variety of the most difficult and complex duties involved in the receipt and dispatching of calls for law enforcement, fire, ambulance, and other emergency assistance.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from management staff.

Exercise direct supervision over communications staff.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

Supervise and review the work of staff responsible for performing duties involved in the receipt and dispatching of calls for law enforcement, fire, ambulance, and other emergency assistance.

Train dispatch staff in appropriate policies and procedures; direct and monitor ~~the work~~ flow workflow and employee performance; work with employees to correct deficiencies; implement discipline procedures.

Prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing dispatching services; implement policies and procedures.

Perform the duties of Communications Operators I and II as staffing levels dictate; receive emergency service calls from the public requesting law enforcement, fire, ambulance or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures operating a computer aided dispatch system.

Maintain contact with all units on assignment; maintain status and location of law enforcement and fire field units; maintain daily log of all field calls and units dispatched.

Supervise the input and retrieval of a variety of public safety information using a computer terminal; enter, update and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Supervise the use of the telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Test and inspect equipment as required; arrange for needed repairs.

Maintain 24-hour logging tapes, including furnishing copies of tapes for investigations and courts.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Communications rules and regulations governing the operation of radio transmitting and receiving systems.

Radio broadcasting and dispatch procedures and rules.

Procedures used in operating Computer Aided Dispatch and 9-1-1 systems.

Policies and procedures of receiving and processing emergency calls.

Geographic features and streets within the area served.

Principles and procedures of record keeping including the maintenance and security of fire and police communications reports.

General Law enforcement codes, practices and methods.

Principles of supervision, training, and performance evaluation.

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

Select, supervise, train and evaluate staff.

Independently perform a full range of public safety dispatching duties.

Interpret and explain unit policies and procedures.

Interpret and apply laws, codes, policies and procedures related to assignment.

Operate Computer Aided Dispatch and 9-1-1 systems.

Operate radio transmitting equipment.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Maintain familiarity with City districts and boundaries, streets, landmarks, and police jurisdictions.

Work courteously with the general public on the telephone or in person.

Make independent decisions involving sensitive situations.

Maintain confidentiality of information.

Effectively communicate with and elicit information from upset and irate citizens.

Operate a computer terminal, teletype and other office equipment.

Work various shifts as assigned.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

~~Licenses and Certificates~~

~~Driver License: Successful incumbent in this job class are expected to operate automotive vehicles in the performance of assigned duties. Individuals who are appointed to this position will be required to maintain a valid California Driver License throughout the tenure of their employment.~~

~~Possession of an appropriate, valid P.O.S.T Dispatcher Certificate.~~

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in receiving and processing public service calls in emergency services and/or public safety ~~entity~~entities, ~~of which one year of experience must be in a supervisory capacity.~~

Training:

Equivalent to the completion of the twelfth grade supplemented ed by general clerical training.

Licenses and Certificates

Possession of a valid, appropriate California driver's license is required. Successful incumbents in this job class are expected to operate automotive vehicles in the performance of assigned duties. Individuals who are appointed to this position will be required to maintain a valid California Driver License throughout the tenure of their employment.

Possession of an appropriate, valid P.O.S.T Dispatcher Certificate.

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Working Conditions

The physical demands described herein 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.

~~Environment:~~ While performing the duties of this job, the employee may be required to sit or stand for long periods of time, talk and hear, ~~S~~sustained posture and intense attentiveness for prolonged periods. Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to occasionally stoop, bend, kneel, crouch,

reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

~~Physical: Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.~~

~~Vision: See in the normal visual range with or without correction.~~

~~Hearing: Hear in the normal audio range with or without correction.~~

Department Head Signature _____ Date: _____

Date Adopted by CSC _____

Revised _____ New _____

Class Code 02255

Pay Grade 0037

Bargaining Unit IBEW

EEOC Category 03

Date: _____

CSC Executive Secretary

Date Adopted by CSC: October 16, 2024

Revised: x New:

Class Code: 2255

Pay Grade: 32K

Bargaining Unit: IBEW

EEOC Category: 03

COMMUNICATIONS SUPERVISOR

DEFINITION

To supervise, oversee, and participate in a variety of the most difficult and complex duties involved in the receipt and dispatching of calls for law enforcement, fire, ambulance and other emergency assistance.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from management staff.

Exercise direct supervision over communications staff.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - *Important responsibilities and duties may include, but are not limited to, the following:*

Supervise and review the work of staff responsible for performing duties involved in the receipt and dispatching of calls for law enforcement, fire, ambulance and other emergency assistance.

Train dispatch staff in appropriate policies and procedures; direct and monitor workflow and employee performance; work with employees to correct deficiencies; implement discipline procedures.

Prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing dispatching services; implement policies and procedures.

Perform the duties of Communications Operators I and II as staffing levels dictate; receive emergency service calls from the public requesting law enforcement, fire, ambulance or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures operating a computer aided dispatch system.

Maintain contact with all units on assignment; maintain status and location of law enforcement and fire field units; maintain daily log of all field calls and units dispatched.

Supervise the input and retrieval of a variety of public safety information using a computer terminal; enter, update and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Supervise the use of the telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Test and inspect equipment as required; arrange for needed repairs.

Maintain 24-hour logging tapes, including furnishing copies of tapes for investigations and courts.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Communications rules and regulations governing the operation of radio transmitting and receiving systems.

Radio broadcasting and dispatch procedures and rules.

Procedures used in operating Computer Aided Dispatch and 9-1-1 systems.

Policies and procedures of receiving and processing emergency calls.

Geographic features and streets within the area served.

Principles and procedures of record keeping including the maintenance and security of fire and police communications reports.

General Law enforcement codes, practices and methods.

Principles of supervision, training, and performance evaluation.

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

Select, supervise, train and evaluate staff.

Independently perform a full range of public safety dispatching duties.

Interpret and explain unit policies and procedures.

Interpret and apply laws, codes, policies and procedures related to assignment.

Operate Computer Aided Dispatch and 9-1-1 systems.

Operate radio transmitting equipment.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Maintain familiarity with City districts and boundaries, streets, landmarks, and police jurisdictions.

Work courteously with the general public on the telephone or in person.

Make independent decisions involving sensitive situations.

Maintain confidentiality of information.

Effectively communicate with and elicit information from upset and irate citizens.

Operate a computer terminal, teletype and other office equipment.

Work various shifts as assigned.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in receiving and processing public service calls in emergency services and/or public safety entities.

Training:

Equivalent to the completion of the twelfth grade supplemented by general clerical training.

Licenses and Certificates

Possession of a valid, appropriate California driver's license is required. Successful incumbents in this job class are expected to operate automotive vehicles in the performance of assigned duties. Individuals who are appointed to this position will be required to maintain a valid California Driver License throughout the tenure of their employment.

Possession of an appropriate, valid P.O.S.T Dispatcher Certificate.

Disaster Service Workers

All City of Vallejo employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment within the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Working Conditions

The physical demands described herein 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 may be required to sit or stand for long periods of time, talk and hear, sustain posture and intense attentiveness for prolonged periods. Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

_____ Date: _____
CSC Executive Secretary

Date Adopted by CSC: October 16, 2024

Revised: ☒ **New:**

Class Code: 2255

Pay Grade: 32K

Bargaining Unit: IBEW

EEOC Category: 03