AGENDA

1. **Call to Order / Flag Salute / Roll Call**

2. **Public Comment Period**
   Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. **Minutes**
   The following draft minutes are submitted for approval:
   a. May 10, 2017

4. **Specification – Revised**
   a. Sheriff’s Dispatch Manager

5. **Reports**
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary
   a. Performance Management Update

6. **Closed Session (per Government Code Section 54957):** Deliberations regarding Appeal #A15-03

7. **Adjournment**
1. Call to Order / Flag Salute / Roll Call
   President Bergman called the meeting to order at 8:30 AM and led the flag salute. Roll was called.

2. Public Comment Period
   President Bergman asked for public comment. Seeing none, he closed the public comment period.

3. Minutes
   a. President Bergman asked for any amendment to the March 22, 2017 meeting minutes. Seeing none, Commissioner Nix motioned to approve as written, and Vice President Ohannesian seconded the motion. The motion passed. 4-0-1.

4. Specification – New
   a. Division Manager – Public Works: Human Resources Analyst Frank Stapleton, with Public Works Director Wade Horton, presented the new classification. President Bergman asked for public comment on the item. Seeing none, he asked the Commission for questions. Commissioners Ohannesian, Stewart and Nix took turns asking questions. Commissioner Nix asked for a correction on page 4a5, line 40. Mr. Stapleton read back the corrected line for the record. Following questions, President Bergman asked for a motion to approve as amended. Vice President Ohannesian motioned to approve. Commissioner Stewart seconded. Motion passed. 4-0-1.

5. Specifications – Revised
   a. Social Worker Series - I, II, III, IV: Human Resources Analyst Mark McKibben, with Social Service Director Devin Drake, presented the revised specification. President Bergman asked for public comment. Seeing none, questioning was opened to the Commission. Following questions and responses, Commissioner Nix motioned to approve the revised specification as written. Commissioner Stewart seconded. Motion passed. 4-0-1.
Civil Service Commission

6. Reports
Commission President - President Bergman asked Commissioner Nix to report on her meeting with the Auditors from CPS Consulting that took place March 28, 2017. Commissioner Nix described the conversation and the questions that were asked of her. President Bergman thanked Commissioner Nix for her participation as the Commission's representative during the audit.

Commission Counsel - No report.

Commission Outside Counsel - No report.

Commission Secretary - Acting Commission Secretary, Natalie Walter shared that the results of the CPS Audit came back and the Human Resources Department passed with flying colors.

7. Closed Session (per Government Code Section 54957): Deliberations regarding Appeal #A16-08. President Bergman asked for a motion for the President to sign the Findings & Decision. Vice President Ohannesian made the motion. Commissioner Stewart seconded. Motion passed 4-0-1.

8. Adjournment
President Bergman adjourned the meeting to our next regular meeting.

*Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.
TO: Civil Service Commission

DATE: June 28, 2017

FROM: Taj D'Entremont, Human Resources Analyst

SUBJECT: Revised Class Specification: Sheriff's Dispatch Manager

RECOMMENDATION:
The recommendation is to approve the revised Sheriff's Dispatch Manager class specification as proposed.

DISCUSSION:
In February 2017, a new class specification of Sheriff's Dispatch Manager was approved by the Commission and subsequently approved by the Board of Supervisors in April 2017.

Upon further review of the newly created position description, we discovered an oversight in the licenses and certifications minimally required to qualify for the position.

There are currently two licenses listed as minimum requirements in the class specification. One of these, the P.O.S.T. Communication Training Officer Certificate, is not necessary to be listed, and the other, the P.O.S.T. Dispatch Supervisor Certificate, should be listed as desirable.

The P.O.S.T. Communication Training Officer Certificate is a certificate we have employees obtain when they promote from Dispatcher to Senior Dispatcher. Over the years, this course has been revised by P.O.S.T., therefore the course completed by some current employees differs slightly from the current course. In addition, this training can be obtained through agencies other than P.O.S.T. Keeping the language more general will more accurately reflect how the training is offered statewide.

The second certification listed is the P.O.S.T. Dispatch Supervisor Certificate. When the class specification was being drafted, we neglected to confirm P.O.S.T. requirements for obtaining the certification and also neglected to consider that the certification is not required by our benchmark counties. P.O.S.T. now requires 60 semester units or possession of an accredited degree (i.e., AA, BA, MA, etc.) in order to qualify for the Dispatch Supervisor Certificate. Listing this certification as a minimum requirement would likely result in a very small applicant pool.
both inside and outside of our organization. In addition, within our benchmark agencies, there are five (5) counties that have positions comparable to Dispatch Manager. Of these five (5), only two mention this certification in their class specification, and only one (1) requires it prior to appointment. While this certification would be considered valuable for candidates to possess, years of progressively responsible experience in a Dispatch Center could certainly provide an equivalent skill set that would enable an incumbent to succeed in the position. It is proposed that this certification remain in the class specification, but be listed as "preferred" rather than required.

OTHER AGENCY INVOLVEMENT:
The Sheriff's Office has been involved in the revision of this specification and concurs with the proposed changes.

Attachments:
Sheriff's Dispatch Manager Class Specification – Strikeout Version
Sheriff's Dispatch Manager Class Specification – Clean Version
Sheriff's Office Organizational Chart
Sheriff's Office Dispatch Manager Chain of Command Organizational Chart
SHERIFF'S DISPATCH MANAGER

DEFINITION:
Under administrative direction, performs a specialized function of considerable difficulty and complexity in providing oversight of operations and equipment in the Sheriff's Dispatch Center. Responsibility includes planning, coordination, management, and administration of all phases of the Sheriff's Office Dispatch Center, resolution of day-to-day work issues, and ensuring compliance with changing laws and regulations. Incumbent serves as the primary liaison for technical support for the computerized 9-1-1 system, Computer Aided Dispatch (CAD) system, voice logging system, and radio system; establishes procedures for dispatch operations; represents the Sheriff's Office on numerous committees; analyzes unit functions and recommends and implements needed changes; develops and coordinates training for dispatch personnel; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:
This class has division level responsibility for the Sheriff's dispatching services. It is distinguished from the lower level Sheriff's Dispatcher Supervisor in that the incumbent is responsible to oversee the operation of the entire Dispatch Center unit, and handles the more complex or difficult assignments. The position is also distinguished in that functions also include communication and coordination with command staff of various law enforcement agencies regarding dispatching activity and service levels.

REPRESENTATIVE DUTIES:
(Not in order of importance)
• Plan, organize, and direct the 24 hour operations of the Sheriff's Office Dispatch Center; coordinate with subordinate supervisors to review, analyze and evaluate the effectiveness of dispatch personnel and operations; identify problems and develop effective solutions.
• Supervise the management of dispatch personnel, including selection, training, and career development; evaluate employee performance; counsel subordinate employees and effectively...
recommend disciplinary action when needed.

- Lead in the development, implementation, and monitoring of policies, goals, and procedures affecting the Dispatch Center.
- Manage contracts for outside agencies; ensure contract terms and service needs are met to the satisfaction of the agency; assist in negotiation of contracts to provide service to outside agencies;
- Analyze state and federal legislation to determine the potential effect on the operation of an emergency 9-1-1 center and make recommendations for needed changes; set benchmarks to measure work performance.
- Serve as a liaison for representatives from other agencies, departments, telephone companies, and the California 9-1-1 Branch; answer inquiries from staff, members of the public, vendors, and contractors regarding 9-1-1, CAD, call routing, and jurisdictional boundaries.
- Maintain knowledge of ongoing technical and legal developments; meet with representatives of local, state, and federal governments to guarantee the Center’s ability to meet current and future needs and ensure compliance with applicable laws concerning emergency communications, telecommunications, training, and other areas relating to public safety dispatch; explain and interpret policies, procedures, and laws affecting dispatch operations.
- Act as San Luis Obispo County 9-1-1 Coordinator; maintain the road database for the entire county, assign Emergency Services Numbers to any new road or change in status of road to ensure proper delivery of 9-1-1.
- Coordinate between telecom providers, wireless carriers, Voice Over Internet Protocol (VOIP) carriers, and local Public Safety Answering Points (PSAP) to coordinate testing of new wireless and wireline services.
- Participate in monthly meetings, conference calls with the State 9-1-1 office, and other California County Coordinators; assist with development of policy and procedure for emerging technology related to 9-1-1 services.
- Write and prepare all management related documents and reports for the Dispatch Center including statistical activity reports; and discovery orders for all radio, phones, and video discoveries.
EMPLOYMENT STANDARDS:

Knowledge of:

- Relevant federal, state, and local laws, codes, and regulations relating to the operation of a dispatch center.
- Principles, practices, and methods of effective office management, administration, organization, and planning.
- Supervisory principles and practices, including work planning, scheduling, review, evaluation, and employee training and discipline.
- Research methods and analysis techniques.
- Principles, practices, techniques and equipment used in the design, operation, and maintenance of emergency communications/dispatch systems.
- Procedures, processes and terminology used in 9-1-1 and related emergency radio telephone communications.
- Principles of shift coverage and staffing.
- Operation of communication equipment including telephone, radio, paging, computer and related systems.
- Functions of law enforcement, emergency medical, and other public safety and emergency agencies; policies and procedures of various police and emergency services user agencies as they pertain to emergency communication.
- Public relations and customer service techniques; understand all technology related to the Dispatch center.

Ability to:

- Understand, interpret, and apply relevant laws, regulations, policies, and procedures in relation to dispatch center operations.
- Organize, set priorities, and exercise sound judgment within areas of responsibility.
- Independently and effectively analyze issues and problems, evaluate alternatives, and make recommendations that will result in successful solutions.
- Plan, organize, direct, and evaluate the work of assigned staff.
- Train, supervise, and develop others in effective communication techniques and work procedures.
- Develop and implement procedures, standards and other administrative tools.
• Trouble shoot hardware and software problems with dispatch equipment.
• Communicate tactfully and effectively both verbally and in writing.
• Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations.
• Establish and maintain effective relationships with all levels of staff, public officials, members of the public, and other agencies and community groups.

EDUCATION AND EXPERIENCE:
Any combination of educational course work and training which would provide the opportunity to acquire the knowledge and abilities listed AND seven years of emergency dispatch experience in a public law enforcement agency or equivalent. Five years of this experience must be in a position equivalent to the Sheriff's Dispatcher Supervisor.

LICENSES AND CERTIFICATES:
• Possession of Peace Officer Standards and Training (P.O.S.T.) Completion of Communications Training Officer course Certificate or equivalent,
• AND Peace Officer Standards and Training (P.O.S.T.) Dispatch Supervisor Certificate is preferred.

SPECIAL SUBCLASS RECRUITMENT:
Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 02-22-17
BOS Approved: 04-18-17
Revised: 00-00-00
HUMAN RESOURCES DEPARTMENT
County of San Luis Obispo

SHERIFF’S DISPATCH MANAGER

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recommend disciplinary action when needed.

- Lead in the development, implementation, and monitoring of policies, goals, and procedures affecting the Dispatch Center.
- Manage contracts for outside agencies; ensure contract terms and service needs are met to the satisfaction of the agency; assist in negotiation of contracts to provide service to outside agencies;
- Analyze state and federal legislation to determine the potential effect on the operation of an emergency 9-1-1 center and make recommendations for needed changes; set benchmarks to measure work performance.
- Serve as a liaison for representatives from other agencies, departments, telephone companies, and the California 9-1-1 Branch; answer inquiries from staff, members of the public, vendors, and contractors regarding 9-1-1, CAD, call routing, and jurisdictional boundaries.
- Maintain knowledge of ongoing technical and legal developments; meet with representatives of local, state, and federal governments to guarantee the Center's ability to meet current and future needs and ensure compliance with applicable laws concerning emergency communications, telecommunications, training, and other areas relating to public safety dispatch; explain and interpret policies, procedures, and laws affecting dispatch operations.
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• Completion of Communications Training Officer course or equivalent.
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SAN LUIS OBISPO COUNTY SHERIFF'S OFFICE
CHAIN OF COMMAND
DISPATCH

Sheriff - Coroner

Undersheriff

Field Operations
Bureau

Dispatch Manager

Dispatch Supervisor

Dispatch