



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Reclassification of Two Dispatcher/Jailer Positions and Approve Revised Class Specification and Salary Range.

MEETING DATE: November 19, 1997

SUBMITTED BY: Human Resources Director

RECOMMENDED ACTION: That the City Council authorize the reclassification of two (2) Dispatcher/Jailer positions to two (2) Lead Dispatchers/Jailers and approve the revised class specification and salary range.

BACKGROUND INFORMATION: The Police Department is currently staffed with two (2) Lead Dispatcher/Jailer positions and sixteen (16) Dispatcher/Jailers. The two (2) Lead Dispatchers were responsible for supervising and training duties for the four dispatch shifts. Over the years, the lead position has evolved from a supervising position to a training position. Recently a Police Lieutenant has been assigned the management and supervision of the Police Records and Dispatch divisions.

To accommodate the department's need for training and to reflect the assumption of supervisory duties by the Police Lieutenant, the duties of the Lead Dispatcher have been impacted and the proposed salary range reflects a 5% decrease in pay (10% for the two positions). The reclassification of the two (2) Dispatcher/Jailer positions to Lead Dispatcher reflects a redistribution of the 10% to pay for the cost of this organizational change.

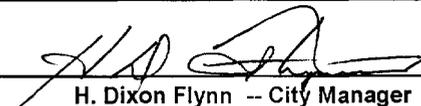
At this time, only one lead position is filled due to a recent resignation. The remaining Lead Dispatcher/Jailer has agreed to take a voluntary demotion if the reclassification is approved.

The current salary for Lead Dispatcher/Jailer is 10% above the Dispatcher/Jailer salary. By re-distributing the 20% pay differential that is currently allocated for these two positions, we can establish four (4) lead positions at a salary rate of 5% above Dispatcher/Jailer. With four (4) lead positions, there would be more flexibility in assigning new trainees. This would improve the quality of training in the communications center and enhance the overall quality of service to the community without increasing the amount of salary allocated.

It is recommended that Council approve the revised class specification (attached) and salary range below:

Step				
<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>
\$2,565.95	\$2,694.26	\$2,828.99	\$2,970.43	\$3,118.95

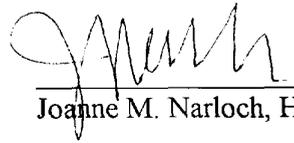
APPROVED: _____


H. Dixon Flynn -- City Manager

COST: No Additional Cost.

FUNDING: N/A

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Joanne M. Narloch', is written above a horizontal line.

Joanne M. Narloch, Human Resources Director

Prepared by: Mary Ann Turner, Human Resources Analyst

cc: Larry Hansen, Police Chief
City Attorney

RESOLUTION NO. 97-194

A RESOLUTION OF THE LODI CITY COUNCIL
REALLOCATING TWO DISPATCHER/JAILER
POSITIONS, AND APPROVING REVISED CLASS
SPECIFICATION AND SALARY RANGE

BE IT RESOLVED, that the Lodi City Council does hereby approve the reallocation of two Dispatcher/Jailer positions to two Lead Dispatchers; and

BE IT FURTHER RESOLVED, that the City Council hereby approves the revised Class Specification as shown on the attached marked Exhibit A; and

FURTHER RESOLVED, that the City Council hereby approves the Salary Range as shown below:

A	B	C	D	E
\$ 2,565.95	\$ 2,694.26	\$ 2,828.99	\$ 2,970.43	\$ 3,118.95

Dated: November 19, 1997

I hereby certify that Resolution No. 97-194 was passed and adopted by the City Council of the City of Lodi in a regular meeting held November 19, 1997 by the following vote:

AYES: Council Members – Land, Mann, Sieglock, Warner and Pennino
(Mayor)

NOES: Council Members - None

ABSENT: Council Members - None

ABSTAIN: Council Members - None


ALICE M. REIMCHE
City Clerk

CITY OF LODI

November 19, 1997

LEAD DISPATCHER/JAILER

DEFINITION:

Under direction, is responsible for the lead supervision and training of Dispatcher/Jailers and participation in the day-to-day operations of the Dispatch Unit on an assigned shift. Performs a variety of administrative and technical duties in support of the police department.

DISTINGUISHING CHARACTERISTICS:

This position is the advanced journey level in the Dispatcher/Jailer series. It is distinguished from the Dispatcher/Jailer class in that incumbents in this class perform, training, and evaluation of Dispatcher/Jailers, in addition to the duties of dispatching and jail supervision.

SUPERVISION EXERCISED AND RECEIVED:

This position provides direct and indirect lead supervision over Dispatcher/Jailers. Reports directly to the Dispatch/Records Lieutenant, and receives direction from the Operations Division Commander.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Performs regular dispatch duties including receiving interpreting, classifying, prioritizing and responding to calls of a routine and emergency nature.
- Performs regular jail supervision duties including admittance, supervision and release.
- Reviews existing policies and procedures and recommends new or revised procedures where appropriate.
- Coordinates activities of dispatch center within the department and with outside agencies.
- Makes budgetary recommendations.
- Briefs on-coming Dispatcher/Jailers of shift activity.
- Completes administrative duties as assigned.
- Prepares written reports of incidents, informational memos, and business letters.
- Establishes and maintains working professional relationships with allied agencies, departmental staff, and general public.
- Maintains department, state and federal manuals, including making revisions and updates.
- Identifies training needs; develops, implements and coordinates training programs for both new and tenured employees.
- Performs minor troubleshooting and repairs of communication equipment.
- Inventory's and maintains supplies for Dispatch Center and Jail.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

Operation of communication equipment, computers, and peripheral equipment including related software.

State and local jail regulations pertaining to prisoner admittance, supervision and release.

First Aid and CPR procedures.

Recent technology in law enforcement communications.

Interrelationship of local and statewide telecommunications system.

Principles and practices of supervision, training and performance appraisal.

Policies and procedures of dispatch/jail operations and relevant departmental policies and procedures.

Ability to:

Respond/dispatch appropriately to incoming calls over phone, 911, radio and alarms.

Admit and supervise prisoners including physically escort/direct or restrain and control combative prisoners in the jail by the use of restraint techniques and handcuffing procedures.

Exercise judgment, tact and common sense in resolving difficulties and problems in the dispatch center and jail.

Set priorities and perform numerous tasks simultaneously.

Effectively communicate and deal with agitated or emotionally distraught citizens to elicit necessary information.

Operate computers and peripheral equipment.

Formulate and implement general orders, policies and procedures.

Analyze operations and assess subordinate personnel assignments.

Identify performance deficiencies, recognize proficient/exceptional performance, and prepare concise written evaluations for Dispatcher/Jailers.

React quickly and calmly to exercise good judgment in coordinating dispatching operations during emergency situations.

Support policies and procedures of the Lodi Police Department toward the accomplishment of departmental goals and objectives.

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

Analyze situations and adopt effective courses of action.

Write effectively for the completion of reports, evaluations, and various other documents.

Supervise, train, direct and evaluate the performance of others.

Speak clearly and concisely with good modulation.

MINIMUM QUALIFICATIONS (continued):

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that would likely provide the required knowledge's and abilities would be qualifying. A typical combination is:

Education:

Equivalent to completion of high school.

Experience:

Two years of experience performing the duties equivalent to the Dispatcher/Jailer in the City of Lodi.

LICENSES AND CERTIFICATES:

Possession of an appropriate, valid Driver's License from the California Department of Motor Vehicles.