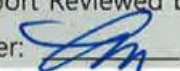


Agenda Report Reviewed by:
City Manager: 

CITY OF SEBASTOPOL
CITY COUNCIL
AGENDA ITEM

Meeting: February 15, 2022
 To: Honorable Mayor and City Councilmembers
 From: Deborah Muchmore, Lead Human Resources Advisor, Regional Government Services
 Kevin Kilgore, Chief of Police
 Larry McLaughlin, City Manager
 Subject: Personnel Staffing Actions for Police Department Staffing
 Recommendation: That the City Council:

1. Approve a Resolution to Authorize the City Manager to Implement a Program Improvement for Police Records and Support Services Effecting Changes to the Classification of Records/ Dispatch Supervisor
2. Increase the Police Technician from 0.75 to 1.0 Full-Time Equivalent;
3. Authorize the City Manager to make non-substantive changes to classifications, effective March 15, 2022.

Funding: Currently Budgeted: X* Yes _____ No _____ N/A
 Net General Fund Cost:

*The total cost of \$30,500 to increase the Police Technician from 0.75 to 1.0 FTE and the retitle and revise the classification Records/ Dispatch Supervisor to Police Records and Supprt Services Manager will all be absorbed in the current fiscal year budget..

Costs authorized in City Approved Budget AK (verified by Administrative Services Department)

INTRODUCTION/PURPOSE:

This item is to request that the Mayor and City Council Approve a Resolution Authorizing the City Manager to affect one of the following classification changes and make non-substantive changes to job descriptions to correct grammatical and typographical errors, effective March 15, 2022.

1. Approve an increase in allocation for Police Technician position from 0.75 full-time equivalent (FTE) to 1.0 FTE with no changes to title or specification, effective March 15, 2022, and transfer the incumbent with no changed duties for the Police Technician and direct the City Manager to await staffing study results to effect further changes. Authorize part-time, contract, or annuitant assistance for Records and Support Services duties in the interim.

OR

2. Retitle and revise the classification of Records/ Dispatch Supervisor to Police Records and Support Services Manager and approve and increase in allocation for the Police Technician position from 0.75 full-time equivalent (FTE) to 1.0 FTE with no changes to title or specification; recruit for reclassified position; and transfer the incumbent with no changed duties for the Police Technician. Direct the City Manager to await staffing study results to effect further changes.

OR

3. Retitle and revise the classification of Records/ Dispatch Supervisor to Police Records and Support Services Manager, approve and increase allocation for the Police Technician position from 0.75 full-time equivalent (FTE) to 1.0 FTE with no changes to title or specification and authorize out of class pay for assignment of additional duties related to the administration of property and evidence and the

public counter with a not to extend past the date of June 30, 2022. Direct the City Manager to await staffing study results to effect further changes.

BACKGROUND:

In January 2022, Tracy Peters, Records/ Dispatch Supervisor for the Police Department submitted a notice of retirement which includes a final day at work of March 30, 2022. A City-wide staffing assessment is underway. The study is anticipated to be completed by the end of February 2022; however, City Management and RGS will need to review/discuss proposals prior to the Staffing Assessment being reviewed by the full Council. This is anticipated for Council discussion March 2022. The Study will not be available before staff must begin recruiting for this key position.

The Police Technician works closely with and is supervised by the Records/ Dispatch Supervisor carrying out the day-to-day transactional technical and support services in the Department. The position has traditionally been ¾ (0.75) time. The compliance and reporting and parking enforcement needs of the department have grown creating a more pressing need for cross training and redundancy in some aspects of operations to provide for sustainability of services, continuity during absences and training, and succession. Staff recommends moving this position to full-time and potentially increasing the scope of duties for the position initially through a temporary assignment.

This item identifies an immediate need to prepare for coverage of duties for the absence of a key position in the Police Department, the Records/ Dispatch Supervisor, considers the impending staffing study results, and requests Council provide direction through approving one of three options. Staff will return with longer term solutions after the staffing study has completed.

The following table provides an outline of the options presented to Council for consideration and direction. Staff requests Council provide direction in the form of the approval of a Resolution for recommended action item 1, 2, OR 3 and allows the City Manager to clean up any lingering typographical and punctuation errors in the classification specifications.

Table outlining the effects of each recommended action.

Recommendation #	Suggested Action	Spec Retitle	Spec Revision	Change \$ Pay Range
1	Police Tech move to full-time, Authorize PT Assistance Records Mgt	No No	No No	No No
2	Police Records and Support Services Manager Police Tech 0.75 to 1.0 FTE	Yes No	Yes No	No No
3	Police Records and Support Services Manager Police Tech 0.75 to 1.0 FTE + assign additional duties - Temp Upgrade in pay	Yes No	Yes No	No No (but temporary upgrade in pay)

DISCUSSION:

Each vacant position is an opportunity to review the duties and responsibilities of the position being vacated and other related positions considering the current needs and demands of the Department. The Records/ Dispatch Supervisor classification was last approved by Council on February 5, 2019. Since then, the City and Department received a study of department practices and operations which called for improvements in tracking of training and transparency of information, stronger criteria for measuring customer service, and direct input from customers.

Currently the City and Department are undergoing a staffing assessment that is anticipated to provide recommendations for optimal staffing models and best practices.

The staffing assessment will not be completed in time to address the need created by this impending vacancy. However, staff has conferred with the staffing assessment team in the development of these recommendations.

Staff has also met and conferred with the Sebastopol Police Officers Association (SPOA) regarding these recommendations and concur on the recommended job classification change. Staff and the Association continue to meet regarding additional long-term solutions such as changes to the Police Technician classification.

The Immediate Need

With the impending vacancy of the single position providing management and supervision of operations support compliance, reporting, records, documentation, electronic communication systems, analysis, property, and evidence, the Department must act quickly to backfill the need, at least temporarily if not permanently. Public Sector recruitments take from two to six months to complete and a police department position with the level of confidential and sensitive access this position has requires a lengthy background process sometimes taking two to four months. Therefore, it is imperative that the Department take immediate steps to backfill temporarily and then permanently the position. Additionally, the Property and Evidence Room has been staffed and administered by a part-time retiree and the Department is seeking a more permanent solution.

The Current Classifications:

Records/ Dispatch Supervisor is a supervisor for non-sworn personnel and a program manager performing highly technical and operational support services. This position functions using a great amount of discretion and maintaining confidentiality wherever and whenever appropriate. In addition to supervising non-sworn individuals who perform Computer Aided Dispatch (CAD) duties and take general calls from residents to answer a variety of questions and make referrals to services and information, the Records/ Dispatch Supervisor also serves in the following roles and functions:

- Records Program and System Manager, including records retention schedules
 - Records indexing and destruction
 - Records transfer or release
 - Records purging as defined by state or federal law
 - Records addition and removal of information as ordered by a court
 - Training Records
- Property and Evidence Manager, Evidence Processing, Chain of Custody
- Administrator of the Property and Evidence Room
- Department Administrative Affairs Manager
- POST Electronic Data Interface (EDI) Administrator
- Department Human Resources Liaison
- Administrative Liaison Officer for Federal, State, and Local government entities
- Processor for Subpoenas, Release of Information Requests, Discovery requests
- Manages and oversees the Police Department public counter
- LiveScan Fingerprint Coordinator
- Managing Front Counter Operations
- Liaison with Sonoma County Humane Society for animal control services
- Custodian for criminal justice records
- Department's California Law Enforcement Telecommunications System's Coordinator
- Special projects as assigned by the Chief
- Compiles, prepares, and submits statistical reports on crimes, property and evidence and attends meetings and trainings for or by

- Department of Justice (DOJ)
- Sonoma county Association of Records Supervisors (SCARS)
- California Law Enforcement Records Supervisor's Training (CLERS)
- California Law Enforcement Telecommunications System (CLETS)
- National Crime Information Center (NCIC)
- Department of Motor Vehicles (DMV)
- Integrated Justice System (IJS)

The scope of work and role of the Records/ Dispatch Supervisor continues to grow as new demands for more accessible services such as text access to dispatch, greater transparency in police operations, and federal and state mandates to encrypt communications and increase fuel efficiency. The Records/ Dispatch Supervisor has traditionally taken on the research and often administration of new technical support and administrative projects such as those listed above working closely with the Chief of Police. Much of the work related to technical and operational support program administration must be done during the day hours on weekdays. This effort makes it difficult for one individual to cover all programs with the attention they require and provide adequate supervision for all shifts of the Computer Aided Dispatch (CAD) unit.

To address a desire to increase both transparency of operations and deliver a higher level of customer service to the public and to other public agencies reliant on the operations of the Sebastopol Police Department, staff has reviewed the duties and responsibilities and has determined the role is too large for one person to perform.

The supervision of operational support and technical police programs and staff as well as administration of the release of information, property, and evidence, requires the full attention of a professional program manager and supervisor. Equally as important, the performance of the Computer Aided Dispatch (CAD) Unit requires the focused attention of shift managers who understand the calls received and the actions that need to be taken.

Police Technician is a technical support role within the Police Department assisting officers in enforcement of parking ordinances, making handwritten citations, responding to parking complaints, and responding to inquiries regarding parking and animal control activities and performs animal control activities. The position also performs other support duties such as LiveScan processing and traffic control.

The current position is allocated as a $\frac{3}{4}$ (0.75) part-time position with benefits. Duties related to property and evidence are performed by another part-time (temporary) employee. Recently Council approved a new parking ordinance that will add additional enforcement responsibilities related to parking that will be effective on March 15, 2022. To meet the greater enforcement needs, it may be beneficial to increase this allocation to full-time.

Discussion of Solutions

To properly serve the City's needs, Department staff and the City's HR Advisors, discussed the matter with the RGS classification and compensation team performing the staffing assessment and together developed the following recommended temporary and permanent staffing options for Council's consideration.

SUPERVISION OF DISPATCH

Currently night shift Sergeants provide oversight and supervision for night shift and weekend dispatchers. This is because there is only one Records/ Dispatch Supervisor who cannot work both day and night and also cover all weekly shifts. For all options above and moving forward Sergeants have agreed and the Chief has ordered that, initially through the results of the staffing study and permanently should Council approve and direct the Retitle and Revision of the Records/ Dispatch Supervisor classification, each Sergeant on duty for each of the day and night shifts will provide supervision and performance management for assigned dispatchers in the Computer Aided Dispatch Unit. The Sergeant Job Classification allows for supervision of non-sworn personnel as show below:

Summary

"...The Sergeant position is a mid-management position. The sergeant exercises direct supervision of all sworn, non-sworn and civilian personnel who are subordinate to him to ensure the efficient and orderly operation of the police department..."

Supervisory Responsibilities

"Directly supervises 12 to 20 employees in the Police Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems."

The balance of the work will be performed temporarily by trained and certified, unbenefited contract, retired annuitant, or part-time hourly staff or by two classifications:

- A newly retitled and updated classification of Police Records and Support Services Manager
- A full-time Police Technician (increased from ¾ time)

POLICE RECORDS AND SERVICES PROGRAMS

Removing primary oversight of Dispatch services from the Reclassified Police Records and Support Services Manager provides a manageable workload and allows the position to focus on new mandates and developing the highest quality of programs and services, increased transparency and public communication where appropriate, and the provision of excellent customer service. Traditionally, the Police Records and Support Services Manager, sometimes called a Police Administrative Support Services Manager, Records and Program Manager, Law Enforcement Services Manager, and other similar titles, does not typically have oversight over Dispatch. Removing the primary supervisory responsibility for dispatchers aligns the position with other similar positions in the industry.

Increasing the Police Technician to full-time allows the position to focus on administering the increased enforcement required by the City's recently adopted Parking Ordinance and greater assistance to the Police Records and Support Services Manager. This may allow the Police Records and Support Services Manager to focus on more strategic planning and analysis duties related to Police programs and services.

Police Records and Support Services Manager

Will be responsible to plan, administer, direct, and coordinate all operational and technical support activities and programs for the Department. The position will supervise technical and support program and community service staff and will serve as liaison for federal, state, and local law enforcement and legislative agencies. The position will also ensure record, evidence, property, and information release practices and processes are fully compliant, efficient, and effective, while providing the highest level of customer service.

In addition to the above, the Police Records and Support Services Manager serves in the following roles and functions:

- Records Program and System Manager, including records retention schedules
 - Records indexing and destruction
 - Records transfer or release
 - Records purging as defined by state or federal law
 - Records addition and removal of information as ordered by a court
 - Training Records
- Property and Evidence Manager, oversees staff and participates in performing Property and Evidence processing, recording, and inventorying, responsible for Chain of Custody

- Department Administrative Affairs Manager
- POST Electronic Data Interface (EDI) Administrator
- Department Human Resources Liaison
- Administrative Liaison Officer for Federal, State, and Local government entities
- Processor for Subpoenas, Release of Information Requests, Discovery requests
- Manages and oversees the Police Department public counter
- Oversee and assist as necessary the Live Scan Fingerprint Coordinator and operations, front counter operations, and animal control services and assigned liaison.
- Custodian for criminal justice records
- Department's California Law Enforcement Telecommunications System's Coordinator
- Special projects as assigned by the Chief
- Compiles, prepares, and submits statistical reports on crimes, property and evidence and attends meetings and trainings for or by
 - Department of Justice (DOJ)
 - Sonoma county Association of Records Supervisors (SCARS)
 - California Law Enforcement Records Supervisor's Training (CLERS)
 - California Law Enforcement Telecommunications System (CLETS)
 - National Crime Information Center (NCIC)
 - Department of Motor Vehicles (DMV)
 - Integrated Justice System (IJS)

Additionally, the Police Records and Support Services Manager may serve as a backup for the supervision and coverage of the dispatch employee unit if certified to do so. The purpose of the newly retitled position will be to supervise technical and program support staff in the police operational and technical support sections.

Compensation Recommendations

The Police Records and Support Services Manager is high-level program manager and staff supervisor reporting directly to the Chief of Police and responsible for all non-sworn staff training and to report to federal, state, and local law enforcement and legislative bodies and agencies. These duties are similar and of the same authority, autonomy, and consequence of error as those performed by the Records/ Dispatch Supervisor. Therefore, no change in salary is recommended for this position.

The Police Technician is a journey level technical position. Option 3 provides for the assignment of higher-level tasks related to the administration of Property and Evidence and Chain of Custody as well as increasing the allocations time to 1.0 FTE by providing authority for funding to pay temporary upgrade pay to the position as well as increase the allocation by 0.25 FTE.

PUBLIC COMMENT:

As of the writing of this staff report, the City has not received any public comment. However, if staff receives public comment from interested parties following the publication and distribution of this staff report, such comments will be provided to the City Council as supplemental materials before or at the meeting. In addition, public comments may be offered during the public comment portion of this item.

PUBLIC NOTICE:

This item was noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to schedule meeting date.

FISCAL ANALYSIS

There is no budget adjustment required to retitle and revise the Records/ Dispatch Supervisor job description to Police Records and Support Services Manager. The estimated cost of \$22,000 from April 1, 2022, through June 30, 2022, for immediate backfill with retiree annuitant of this vacancy temporarily while the position is being permanently recruiting for, can also be absorbed in the current budget from benefit savings.

There is a financial impact of \$8,500 for the Police Technician from 0.75 to 1.00 FTE which can be absorbed within the current Police Department’s budget.

The fiscal impact of the various options provided are listed in the table below:

Recommendation #	Suggested Action	Current FY
1	Police Tech 0.75 to 1.0 FTE Authorize PT Assistance Records Mgt	0.00 \$22,000
2	Police Records and Support Services Manager Police Tech 0.75 to 1.0 FTE	0.00 \$8,500
3	Police Records and Support Services Manager Police Tech 0.75 to 1.0 FTE + Temporary Pay Upgrade	Total \$30,500 Includes 5%

RECOMMENDATION:

Staff recommends option 3 and that the City Council Approve a Resolution Authorizing the City Manager to affect the classification changes and make non-substantive changes to job descriptions to correct grammatical and typographical errors, effective March 15, 2022.

Option 3 - Retitle and revise the classification of Records/ Dispatch Supervisor to Police Records and Support Services Manager; approve and increase allocation for the Police Technician position from 0.75 full-time equivalent (FTE) to 1.0 FTE with no changes to title or specification and authorize out of class pay for assignment of additional duties related to the administration of property and evidence and the public counter with a not to exceed date of June 30, 2022. Direct the City Manager to await staffing study results to effect further changes.

Attachments:

- Resolution
- Police Records and Support Services Manager Job Description

RESOLUTION NO. _____

RESOLUTION OF THE COUNCIL OF THE CITY OF SEBASTOPOL APPROVING
CHANGES TO POLICE DEPARTMENT STAFFING,
EFFECTIVE MARCH 15, 2022

WHEREAS, the City of Sebastopol maintains a classification plan that includes classification specifications for all positions within the City; and

WHEREAS, the City Council of the City of Sebastopol authorizes allocations for each position within the City as part of the annual budget process; and

WHEREAS, any substantive changes to a classification specification or position allocation need to be approved by the City Council; and

WHEREAS, the Police Department and the City desire to increase the allocation for the position of Police Technician from 0.75 full-time equivalent (FTE) to 1.0 FTE and implement a program improvement for Police Records and Support Services Manager; and

WHEREAS, the program improvement would require retitling and revision of the classification and specification for Records/ Dispatch Supervisor to Police Records and Support Services Manager; and

WHEREAS, the Council desires to authorize the City Manager to make non-substantive changes to classifications and related lists and schedules related to typographical and grammatical errors that do not affect the scope, complexity or pay for a classification; and

WHEREAS, the City of Sebastopol and the Sebastopol Police Officers Association (SPOA) have met and conferred in good faith and concur with the proposed changes.

NOW, THEREFORE, BE IT RESOLVED, by the Council of the City of Sebastopol hereby:

1. Authorizes the City Manager to Implement a Program Improvement for Police Records and Support Services Effecting Changes to the Classification of Records/ Dispatch Supervisor
2. Increase the Police Technician from 0.75 to 1.0 Full-Time Equivalent;
3. Authorize the City Manager to make non-substantive changes to classifications, effective March 15, 2022.

1. IN COUNCIL DULY PASSED, APPROVED, and RESOLVED this 15th day of February, 2022.

VOTE:

Ayes:

Noes:

Abstain:

Absent:

APPROVED: _____

Mayor Patrick Slayter

ATTEST: _____

Mary Gourley, Assistant City Manager/City Clerk, MMC

APPROVED AS TO FORM: _____

Larry McLaughlin, City Attorney

City of Sebastopol Job Description

Job Title: Police Records and Support Services Manager
Division: Sebastopol Police Officers Association
Department: Police
Location: Sebastopol Police Services
Reports To: Chief of Police
Prepared By: Kevin Kilgore
Approved By: City Council
Revised: 02/XX/2022
Approved Date: 02/05/2019
FLSA Status: Non-Exempt

PURPOSE

To plan, organize, direct, and coordinate the operations of the records and property units within the Police Department. Coordinates administrative support and related office operations for the Police Department and Chief of Police; serves as a central information point within the Department. This position is characterized by the responsibility to supervise, plan, organize, and coordinate the technical and support service functions of the Department, including the Records Management System and Evidence, performing confidential personnel assignments, and managing the Department's administrative affairs.

TYPICAL JOB DUTIES *include but are not limited to the following. Other duties may be assigned.*

Oversees the training for all non-sworn staff, including identifying training needs, arranging employee schedules to allow for training participation, making reservations for classes, travel, and accommodations and arranging payments and funds.

May perform the duties of subordinates to cover lunch breaks and to fill-in for employees gone on vacation or due to illness, which may include day, swing and graveyard shifts; answers phones and receives emergency, non-emergency, and 9-1-1 requests for assistance; evaluates the information and creates a Computer Aided Dispatch (CAD) event; may transfer calls to appropriate emergency service provider; relays information to other law enforcement agencies.

Performs a variety of administrative support assignments related to departmental budgeting, accounting, purchasing, human resources development and public relations as assigned; develops and implements policies and procedures for the support and technical services functions of the department; assists with POST training reimbursements and various record keeping.

Serves as the POST EDI by making entries into the computer system and retrieving POST training records and certification status.

Coordinates, directs, and expedites the completion of special projects, assignments and activities as directed by the Chief, including gathering information and evidence requested by court orders, assisting with various audits, and purging marijuana records; arranges receptions for departmental events, which may include swearing-in new officers, promotions, etc., including creating invitations, providing refreshments, and swerving as host.

Handles confidential administrative reports, records, and information in a discrete and tactful manner.

Serves as liaison officer with external Federal, State, City, and other agencies regarding all administrative functions; acts as an information source regarding department policies, procedures, programs, and objectives; interprets departmental regulations and requirements to employees and the general public and gives out information where independent judgment, knowledge and interpretations are utilized.

Processes subpoenas and requests for release of information; processes requests for discovery of information, tapes, videos, and reports; oversees record retention schedules; purges and arranges for the destruction of reports and records.

Oversees staff and Assists individuals at the Department's front counter requesting the return of personal property; reviews records and court documents to ensure the proper release of property; gathers property and returns to individuals; keeps all associated records.

Oversees staff serving as the Department's LiveScan Fingerprint Coordinator, assists with LiveScan processing, when necessary, may include attending and participating in quarterly meetings held by Sonoma County RAN Committee and the Sonoma County Sheriff's Department; ensures maintenance services are scheduled as needed for the Live Scan machine.

Oversees staff coordination for animal control services and the current contract for animal control services, including writing or reviewing appendixes to the contract as necessary; and communicating as necessary with the service provider regarding the care of animals from Sebastopol.

Serves as the Property and Evidence Manager, oversees staff and participates, when necessary, in performing Property and Evidence processing, recording, and inventorying, responsible for Chain of Custody

Acts as official custodial of criminal justice records, oversees records management; prepares crime statistics and submits monthly electronic reports to the Department of Justice (DOJ), which includes number of arrests, hate crimes, domestic violence, anti-reproduction rights violations, all Part 1 DOJ crimes and value of stolen and recovered property.

Attends a variety of meetings and training sessions held by the Sonoma County Association of Records Supervisors (SCARS); attends yearly California Law Enforcement Records Supervisor's Training (CLETS) Conference; may also attend conferences and training programs related to records management held by other organizations throughout the year.

Provides pertinent data as received from the California Law Enforcement Telecommunications System (CLETS), the National Crime Information Center (NCIC), Department of Motor Vehicles (DMV) and the Integrated Justice System (IJS); distributes information as needed. Acts as the Agency CLETS Coordinator (ACC).

Performs all removal of information on court-ordered sealed records for adults and juveniles, purges reports and records according to mandated retention schedules.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Chief of Police or another department supervisor or manager as assigned. Provides direct supervision to Police Technician and other operational and technical support staff as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Possession of a two-year or four-year degree or equivalent and one to two years related experience and/or training. An equivalent combination of education and experience is also qualifying. Experience in records management within a law enforcement environment is highly desirable.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

- Ability to convey oneself to and from various geographic locations timely, or possess a current, valid California Driver's License.
- Possession of, or ability to obtain, Peace Officer's Standards and Training (POST) Records Supervisor certificate is desirable.
- Possession of a valid CLETS (California Law Enforcement Telecommunications System) certification within twelve months of appointment.
- Completion of National Incident Management System (NIMS) Training is recommended.
- Possession of a POST Professional Dispatch Supervisor Certificate at hire is desirable.

PHYSICAL DEMANDS

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.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and taste or smell. The employee must frequently lift and/or move up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may

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be made to enable individuals with disabilities to perform the essential functions.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Dependability - Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Seeks and seizes opportunities.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness. Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Computer Skills:

To perform this job successfully, an individual should have knowledge of CAD/RMS (Records Management System) software and MS Office , including Word, Excel, Outlook, and PowerPoint.