



CITY OF SEBASTOPOL CITY COUNCIL

AGENDA ITEM REPORT FOR MEETING OF: June 17 2025

=====

To: Honorable Mayor and City Councilmembers

From: Deborah Muchmore – Human Resources Consultant, MTC
Sean McDonagh – Police Chief
Ana Kwong – Administrative Services Director

Subject: Approve a Resolution Authorizing the City Manager to Retitle and Revise Police Records and Support Services Manager to Police Support Services Manager and make future non-substantive changes to related documents and Approve a commensurate increase to the associated pay range.

=====

RECOMMENDATION(S):

Staff recommend the City Council take the following actions:

1. Approve a Resolution authorizing the City Manager to Retitle and Revise Police Records and Support Services Manager to Police Support Services Manager and make future non-substantive changes to related documents, and
2. Approve an increase in the associated pay range between 6.94% and 11.16% commensurate with the market data and the increase in duties. Staff recommend 8%, which represents the increase in scope, effect, and contacts required for the revised position (pay range: \$7,293 to \$8,864).

EXECUTIVE SUMMARY:

Supervision of non-sworn personnel, such as dispatchers, is currently being performed by the Police Captain position and prior to that by the Sergeants. Neither arrangement produced the desired outcomes. Prior to 2022, management of all administrative functions and non-sworn employees in the Police Department were consolidated under one job classification, Records/Dispatch Supervisor. Approval of this item consolidates all administrative police support services and supervision of non-sworn employees under one classification for effectiveness, improved distribution of duties, and continuity of leadership.

BACKGROUND:

Prior to March 2022, management of all administrative functions and non-sworn employees in the Police Department were consolidated under one job classification Records/Dispatch Supervisor.

In 2022, with the retirement of an employee who was long serving in the position, the Police Department separated the supervision of dispatch operations and oversight of public counter services from the balance of police administrative support services. Supervision of dispatch operations was transferred to Police Sergeants and later to the Police Captain. Neither arrangement produced the desired outcomes.

Police Sergeants were often involved in the very calls and incidents being dispatched making it difficult to observe dispatch operations in real time. Similarly, the Captain position has significant responsibilities in and away from the Department related to all operational aspects including supervision of sergeants, ongoing investigations and personnel matters, responding to and managing events in the field, supervising the field training program, purchases and billing reconciliation, overseeing all training program decisions, assisting the Chief of Police in the overall management of the organization and acting in his stead when the Chief is unavailable.



The workload of the Captain position creates a similar challenge to personnel oversight as that of the Sergeants. Additionally, the dispatch position is unique, specialized and is so nuanced that ideally it should be supervised by somebody with dispatch experience who understands the unique challenges to the position and understands when performance is sub-par or outstanding.

Proper supervision also requires regular audits of calls and data entry to ensure adequate service levels for the community as well as providing firsthand observations of team members' performance to address issues and provide depth of information in evaluations for them to be a meaningful tool for employees. There simply is not enough bandwidth for these functions to be performed adequately by the Captain or Sergeants positions.

DISCUSSION:

Today, the department's mid-management position will soon be filled internally at the lower Lieutenant level. The internal promotion will provide an opening at the Sergeant level. This placement while enhancing the Department's succession planning and employee retention programs, will not provide adequate oversight for dispatch operations as the Lieutenant position is a leadership training position with a significant learning curve.

The department seeks a sustainable solution for effective oversight of dispatch operations. Retitling and revising the Police Records and Support Services Manager to Police Support Services Manager and revising the duties of the position to include supervision and oversight of dispatch operations and the public counter allows for effective supervision of all police support programs and lower-level non-sworn personnel, improved distribution of duties, and continuity of leadership.

The current position supervises one full-time Police Services Technician. Adding oversight of dispatch operations includes supervision of eight employees, increasing the scope, complexity, and responsibilities of the position. It is customary when the revision of a classification significantly increases the scope, duties, and responsibilities of a classification.

The classification industry uses a factor system to determine the percentage increase in duties and responsibilities as a measure to determine salary differential that may be applied. The Federal Factor Analysis allows a comparison of the Knowledge required by the position the Supervisory Controls applied to the position, the guidelines available and used, the complexity of the work, the scope and effect of the work, the personal contacts in the course of work and the purpose of those contacts, the physical demands of the position and the work environment.

STAFF ANALYSIS:

Pay Recommendation:

Staff met and conferred in good faith with the Sebastopol Police Officers Association regarding the classification and pay range. The SPOA is in support of the changes to the position as it will provide improved support and supervision for the dispatch unit.

The SPOA has requested a 10% increase in the pay range. The SPOA also requested the position to be added to the list of classifications eligible for P.O.S.T. Public Safety Dispatcher Certificate incentive pay. Other SPOA classifications with this incentive are Police Officers and Sergeants. The incentive pay requires a modification to



the Memorandum of Understanding (MOU) between the City and the SPOA. Staff will return to Council regarding the certificate pay request in a separate staff report along with other changes to the MOU.

Staff reviews several factors in recommending compensation including a factor analysis of the changes in complexity, scope, and breadth of duties and contacts, as well as surveying the market data with and without the Sheriff's department position. The results of these studies are presented below.

Factor Analysis:

In the case of the change in duties for the Support Services Manager in comparison to the Police Records and Support Services Manager, the factors that differ between the two are scope and effect and personal contacts.

Scope and Effect covers the relationship between the nature of the work and the effect of work products and services within and outside the organization. In this area, the work of the current classification, Police Records and Support Services Manager involves treating a variety of situations in conformance with established criteria which affects the adequacy of activities such as field operations and investigations.

The retitled and revised classification of Support Services Manager performs the same duties and analyzes and assesses unusual problems or questions, assesses program effectiveness and establishes criteria.

The personal contacts also differ. The current classification, Police Records and Support Services Supervisor are mostly the public and law enforcement personnel whereas those of the Support Services Manager regularly include individuals and groups from outside the Department in relatively unstructured settings.

These differences in duties and responsibilities constitute a factor of approximately 8%, setting the retitled and revised classification 8% above the current classification.

	Police Records and Support Serv Mgr	Support Services Manager
Knowledge	Technical Knowledge, Skills	Tech Knowldg, Skill & Applic of skill
Supervisory Controls	General Direction	General Direction
Guidelines	Procedures established	Procedures established
Complexity	Various related duties	Various related duties
Scope and Effect	Affects accuracy of field investigating	Establish criteria, wide range
Personal Contacts	Personal, not established or routine	Personal, not established or routine
Purpose of Contacts	Obtain/Clarify/Give	Plan/Coordinate/Advise
Physical Demands	Sedentary	Sedentary
Work Environment	Moderate risks	Moderate risks
Knowledge	350	350
Supervisory Controls	450	450
Guidelines	125	125
Complexity	150	150
Scope and Effect	150	225
Personal Contacts	20	50
Purpose of Contacts	20	20
Physical Demands	20	20
Work Environment	20	20
	1305	1410
		8%

Market Comparison:

Where market comparisons are available, another point of data customarily used as a data point in setting compensation is market placement.

The classification was not included in the Bryce compensation study because the consultant did not find sufficient exact match classifications performing all the duties. However, there is a common practice in the classification



discipline to “bridge” classifications performing parts of the work to approximate a single position performing all the work. This is accomplished by averaging the salaries.

Therefore, staff conducted a market study of the classification, locating the positions who performed the all or part of the body of work in comparable entities and then bridged the various salaries to determine a reasonable and defensible salary to use for compensation review.

Staff first reviewed the pay ranges of four Sonoma County entities who have positions performing the duties encompassed in this position. The market mean and market average were very close showing the disparity to market at the top monthly step for the retitled and revised position to be 6.94% below market at the median.

City of Sebastopol Top Monthly Salary Data - March 2025 Newly Retitled and Revised Support Services Supervisor					
	Agency	Class Title	Max Monthly Salary	Effective Date	COMMENTS
0	Sebastopol	Support Services Supervisor	\$8,207	01/01/25	
1	City of Rohnert Park	Property and Records Supervisor/Dispatch Supervisor	\$8,777	02/11/25	Bridge supervisors from Prop and Records, and Dispatch
2	City of Cloverdale	Dispatch Supervisor/Dispatcher w/Records Certs	\$7,256	7/1/2024	Cloverdale moved to Certification pay for records, dispatch class
3	City of Healdsburg	Records Supervisor/Dispatch Supervisor	\$9,687	11/18/2024	Bridge supervisors from Prop and Records, and Dispatch
4	City of Petaluma	Police Records+Evidence Supervisor/Public Safety Communications Supervisor	\$8,669	7/8/2024	
5	City of Cotati	N/C			No classes or salary found - Lt oversees evidence
6	City of Santa Rosa	Records Supervisor/Communications Supervisor	\$9,469	02/06/25	
7	City of Sonoma	N/C			Contract with County Sheriff (includes jail and court)
8	Town of Windsor				
Number of Matches					5
Median of Comparators					\$8,777
% Sebastopol Below					-6.94%
Average (Mean) of Comparators					\$8,772
% Sebastopol Above					-6.88%
N/C - No Comparison					

Next staff included the Sheriff’s department support services classification because the cities of Sonoma and Windsor contract for services from the Sheriff’s Office. Because the Sheriff’s salaries are higher than the surrounding municipalities, this increased the disparity to market at the top monthly step to 10.25% at the Mean (average) and 11.16% at the median below the market. The following chart below shows the comparables and the addition of the Sheriff’s position.



City of Sebastopol
Top Monthly Salary Data - March 2025
Newly Retitled and Revised Support Services Supervisor

	Agency	Class Title	Max Monthly Salary	Effective Date	COMMENTS
0	Sebastopol	Support Services Supervisor	\$8,207	01/01/25	
1	City of Rohnert Park	Property and Records Supervisor/Dispatch Supervisor	\$8,777	02/11/25	Bridge supervisors from Prop and Records, and Dispatch
2	City of Cloverdale	Dispatch Supervisor/Dispatcher w/Records Certs	\$7,256	7/1/2024	Cloverdale moved to Certification pay for records, dispatch class
3	City of Healdsburg	Records Supervisor/Dispatch Supervisor	\$9,687	11/18/2024	Bridge supervisors from Prop and Records, and Dispatch
4	City of Petaluma	Police Records+Evidence Supervisor/Public Safety Communications Supervisor	\$8,669	7/8/2024	
5	City of Cotati	N/C			No classes or salary found - Lt oversees evidence
6	City of Santa Rosa	Records Supervisor/Communications Supervisor	\$9,469	02/06/25	
7	City of Sonoma	Supervising Communications Dispatcher (SCS)	\$10,430	01/01/25	Contracts with County Sheriff (Support service duties includes jail
8	Town of Windsor				
Number of Matches			6		
Median of Comparators			\$9,123		
% Sebastopol Above/Below			-11.16%		
Average (Mean) of Comparators			\$9,048		
% Sebastopol Above/Below			-10.25%		
N/C - No Comparison					

Summary of pay recommendation:

A comparison of the three sets of data above, the factor analysis and pay surveys with and without the Sheriff and the labor union's recommendation of a 10% increase follows. The Council may consider any of the options below or select a different range between 6.94% and 11.16%. Staff recommend 8% above the current classification pay range to match with the factor analysis showing the commensurate increase in duties.

Market Median without Sheriff - Setting the pay range at **6.94%** above the current pay range aligns with the market median data without inclusion or consideration of the higher cost of the Sheriff's Office position. This would affect a salary range of \$7,222 to \$8,777 as shown below.

	A	B	C	D	E
6.94%	\$ 7,222	\$ 7,583	\$ 7,962	\$ 8,359	\$ 8,777

Factor Analysis Result: Setting the pay range **8%** above the current pay range aligns with the Federal Factor Analysis result and is just less than the mid-point between the two versions of the salary survey. This would affect a salary range of \$7,293 to \$8,864 as shown below.

	A	B	C	D	E
8%	\$ 7,293	\$ 7,658	\$ 8,041	\$ 8,442	\$ 8,864

SPOA Request: Setting the pay range at **10%** above current pay range is also approximately the average of the market with the Sheriff's position included. This would affect a salary range of \$7,428 to \$9,028 as shown below.

	A	B	C	D	E
10%	\$ 7,428	\$ 7,800	\$ 8,190	\$ 8,599	\$ 9,028

Market Median with Sheriff: Setting the pay range at **11.16%** above current pay range is the median of the market with the Sheriff's comparable position included. This would affect a salary range of \$7,507 to \$9,123 as shown below.



	A	B	C	D	E
11.16%	\$ 7,507	\$ 7,882	\$ 8,276	\$ 8,689	\$ 9,123

Budget Committee Review

The Budget Committee has reviewed this item and has aligned with the staff recommendation of an 8% increase for the position which is in line with the Factor Analysis result and results in a pay range of \$7,293 at the low monthly step and \$8,864 at the high monthly step producing the following pay range:

	A	B	C	D	E
8%	\$ 7,293	\$ 7,658	\$ 8,041	\$ 8,442	\$ 8,864

CITY COUNCIL GOALS/PRIORITIES/ AND OR GENERAL PLAN CONSISTENCY:

This agenda item represents the City Council goals/priorities as follows:

Goal 4 – High Performance Organization

Action Plan 1 - Achieving staffing/ Program targets that match best standards and efficiency/operational staffing efficiencies/baseline budgets/performance management

This agenda item represents the City Council General Plan Consistency (if applicable): Not Applicable

FISCAL IMPACT:

The fiscal impact of this item is calculated based on the pay range selected by the Council. Cost projections for each pay range option are provided below and reflect the anticipated compensation adjustments of 8% included in the FY 2025–26 budget.

In addition to the projected compensation costs, this analysis accounts for estimated future obligations related to insurance premiums. Specifically, the premium rates applied include 8.92% for Workers' Compensation and 7.87% for General Liability, resulting in a combined insurance rate of 16.79%. These rates are applied to each pay range option to reflect the anticipated premium impact associated with the Council's selected compensation structure.

Options	FY25-26 Proposed Budget Current	FY25-26 Proposed Budget NEW	\$ Compensation Impact	Future Estimated Liability Work Comp 8.92% Gen Liab 7.87% Total 16.79%
Market Median no Sheriff 6.94%	136,272	145,344	9,072	1,523.42
Factor Analysis Result 8%	136,272	146,784	10,512	1,765.24
SPOA Recommendation 10%	136,272	149,508	13,236	2,222.67
Mkt Median with Sheriff 11.16%	136,272	151,080	14,808	2,486.65

COMMUNITY OUTREACH:

This item has been noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to the scheduled meeting date. The City has also used social media to promote and advertise the City Council Meeting Agenda Items.



RESTATED RECOMMENDATION:

That the City Council take the following actions:

3. Approve a Resolution authorizing the City Manager to Retitle and Revise Police Records and Support Services Manager to Police Support Services Manager and make future non-substantive changes to related documents, and
4. Approve an increase in the associated pay range between 6.94% and 11.16% commensurate with the market data and the increase in duties. Staff recommend 8%, which represents the increase in scope, effect, and contacts required for the revised position (pay range: \$7,293 to \$8,864).

CITY COUNCIL OPTIONS:

1. Approve the Resolution and Authorize the City Manager to Retitle and Revise the classification and related pay range at 8% above the current range for Support Services Manager and make future non-substantive changes as presented and recommended.
2. Approve the Resolution, and Authorize the City Manager to Retitle and Revise the classification and related specification, make future non-substantive changes, and approve a pay range at one of the below levels:
 - a. Market Median without Sheriff - Setting the pay range at **6.94%** above the current pay range
 - b. SPOA Request: Setting the pay range at **10%** above current pay range
 - c. Market Median with Sheriff: Setting the pay range at **11.16%** above current pay range
3. Decline to approve the resolution, direct staff to return with something different or nothing at all.

ATTACHMENTS:

Attachment 1: Resolution and Exhibit A Job Specification Support Services Manager

APPROVALS:

Department Head Approval: Approval Date: 5/19/25

CEQA Determination (Planning): Approval Date: 5/19/25

The proposed action is exempt from the requirements of the California Environmental Quality Act (CEQA)

Administrative Services/Financial Approval: Approval Date: 5/19/25

Costs authorized in City Approved Budget: ☐ Yes ☐ No ☒ N/A

Account Code (if applicable) _____

City Attorney Approval: Approval Date: 5/28/25

Acting City Manager Approval: Approval Date: 5/29/25

RESOLUTION NUMBER: XXXX-2024

CITY OF SEBASTOPOL

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SEBASTOPOL

AUTHORIZING THE CITY MANAGER TO RETITLE AND REVISE POLICE RECORDS AND SUPPORT SERVICES MANAGER TO POLICE SUPPORT SERVICES MANAGER AND MAKE FUTURE NON-SUBSTANTIVE CHANGES TO RELATED DOCUMENTS AND APPROVE A COMMENSURATE INCREASE TO THE ASSOCIATED PAY RANGE.

WHEREAS, the City of Sebastopol maintains a classification plan that includes the titles, duties, and responsibilities of all City positions, and

WHEREAS, the classification specification for the position of Police Records and Support Services Manager was last updated in March 2022 and since that time has not had the responsibility for supervision of dispatch and public counter operations, and

WHEREAS, the Sebastopol City Council desires to update the classification specification to consolidate all administrative police support services and supervision of non-sworn employees under one classification for effectiveness, improved distribution of duties, and continuity of leadership, and

WHEREAS, the Sebastopol City Council desires to increase the pay range of the position by 8% bringing the range to \$7,293 to \$8,864 which is commensurate with the increase in the duties and responsibilities, and

WHEREAS, staff and the Sebastopol Police Officers Association met and conferred in good faith regarding the changes to the classification and pay range and concur.

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

1. Approves a Resolution authorizing the City Manager to Retitle and Revise Police Records and Support Services Manager to Police Support Services Manager and make future non-substantive changes to related documents, as shown and incorporated herein as part of Attachment A, and
2. Approves an increase to the associated pay range of 8% commensurate with the increase in duties and responsibilities, as shown and incorporated herein as part of Attachment A,

The above and foregoing Resolution was duly passed, approved, and adopted at a meeting by the City Council on the 17th day of June 2025.

I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the City of Sebastopol City Council by the following vote:

VOTE:

Ayes:

Noes:

Absent:

Abstain:

APPROVED: Stephen Zollman, Mayor

ATTEST: Mary Gourley, Assistant City Manager/City Clerk, MMC

APPROVED AS TO FORM: Alex Mog, City Attorney



City of Sebastopol

POLICE SUPPORT SERVICES MANAGER

DEFINITION:

To plan, organize and direct the activities of the Communications, Records, and Property and Evidence sections within the Police Department; to oversee, coordinate, and participate in administrative activities in support of Department operations; to coordinate section activities with other divisions or departments; and to provide highly responsible technical support to the Police Chief.

DISTINGUISHING CHARACTERISTICS:

The Section Head level position is characterized by the responsibility to provide full and direct supervision to employees within assigned department section(s) and across multiple activities.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Police Chief.

Exercises direct supervision of assigned staff.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job.

- Recommend and implement section goals and objectives; establish performance standards and methods for the communications, records and property and evidence sections.
- Plan, develop and oversee the work of staff involved in the implementation of dispatch, records, and property and evidence operations.

City of Sebastopol
Police Support Services Manager
Page 2 of 5

- Evaluate operations and activities of assigned sections; implement improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staffing, equipment, materials and supplies; monitor and control expenditures.
- Participate in the selection of staff; coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.
- Perform a variety of administrative support assignments related to departmental accounting, purchasing, human resources development and public relations as assigned; develop and implement policies and procedures for the support and technical services functions of the department.
- Coordinate, direct, and expedite the completion of special projects, assignments and activities as directed by the Police Chief, including gathering information and evidence requested by court orders, assisting with various audits, and purging marijuana records; arrange receptions for departmental events, which may include swearing-in new officers, promotions, etc., including creating invitations, providing refreshments, and swerving as host.
- Serve as liaison with external Federal, State, County, and other agencies regarding administrative functions; act as an information source regarding department policies, procedures, programs, and objectives; interpret and implement departmental regulations and requirements.
- Process subpoenas and requests for release of information; process requests for discovery of information, tapes, videos, and reports and perform redaction to comply with existing laws and policy regarding privacy and the release of information; process and respond to Public Records Acts (PRA's) requests pertaining to police department records; oversee records retention schedules; purge and arrange for the destruction of reports and records.
- Serve as the Department's LiveScan Fingerprint Coordinator, assist with LiveScan processing, when necessary, which may include attending and participating in quarterly meetings held by Sonoma County RAN Committee and the Sonoma County Sheriff's Department; ensure maintenance services are scheduled as needed for the Live Scan machine.
- Oversee the coordination for animal control services and the current contract for animal control services, including writing or reviewing appendices to the contract as necessary; communicate with the service provider regarding the care of animals from Sebastopol.
- Ensure the proper recording, inventorying, retention, return, and chain of custody of property and evidence.

- Serve as official custodial of criminal justice records, oversee records management; prepare and submit crime statistics reports to the Department of Justice (DOJ).
- Provide 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.
- Serve as Agency CLETS Coordinator (ACC).
- Remove information on court-ordered sealed records for adults and juveniles, purge reports and records according to mandated retention schedules.
- Oversee and coordinate the design, implementation, maintenance, and administration of police communications or records and property systems, including related automated systems; coordinate with the City's information technology contractor to ensure effective integration of police and other information systems.
- Answer questions and provide information to the public; research questions and recommend corrective action as necessary to resolve issues.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

- Principles and practices of current communications practices used in municipal law enforcement, including computer aided dispatch.
- Principles and practices of current records management used in municipal law enforcement including police records management systems.
- Principles and practices of property and evidence receipt, processing, storage, return, and disposal.
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of budget development, implementation, and monitoring.
- Principles and practices of supervision, training and performance evaluation.

- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Organize, implement and direct the Communications, Records, and Property and Evidence section activities and operations.
- Interpret and explain pertinent City and department policies and procedures.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twisting and bending to reach equipment and records surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less often and 25 pounds or less occasionally.
- Perform the duties of the staff supervised including communications, records, and property and evidence, as required.
- See well enough to perform the duties of the position which may require the use of close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Assist in the development and monitoring of an assigned program budget.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and/or Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to an associate's degree from an accredited college or university with major coursework in criminal justice, business administration, or another field of study applicable to the responsibilities and requirements of this job class.

City of Sebastopol
Police Support Services Manager
Page 5 of 5

Experience:

Four years of progressively responsible experience in law enforcement support activities, including two years of supervisory responsibility.

Licenses and/or Certifications:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license or the demonstrated ability to convey oneself to and from various geographical locations is required.

Possession of a valid CLETS (California Law Enforcement Telecommunications System) certification within six months of appointment.

Satisfactory completion of the Public Safety Dispatchers Basic Course as required by P.O.S.T. is required.

Possession of, or ability to obtain, Peace Officer's Standards and Training (POST) Records Supervisor certificate is desirable.

Completion of National Incident Management System (NIMS) Training is desirable.

Possession of a POST Professional Dispatch Supervisor Certificate at hire is desirable.

Working Conditions:

Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment. Positions may be required to work outside of normal business hours including evenings and weekends and the ability to travel.