

RECLASSIFYING A VACANT COMMUNICATOR POSITION TO A COMMUNICATIONS SUPERVISOR

The Public Safety Communication (PSC) Department provides an answering and dispatch point for emergent and non-emergent requests for Police, Fire and EMS services. Being a department that operates 24 hours a day, 7 days a week in a stressful environment, employee turnover is elevated. Additionally changing technologies and first responder methodologies, such as the CARES Team requires frequent training for newly hired Communicator Candidates and ongoing professional development for existing staff. The PSC does not currently have a position dedicated to coordinating and conducting this training as well as managing a Quality Assurance (QA) program.

The PSC currently has a vacant Communicator position, position #0679, which it is requesting to reclassify as a Communications Supervisor. This would be a new Supervisor position that would provide a dedicated manager to coordinate new hire training and facilitate the scheduling and ongoing training of the PSC's existing Communication Training Officer (CTO) program. This position will also manage the PSC's new in-house QA program, to include supervising two QA staff and managing professional development for existing staff to cross-train into new roles and technologies related to Next Generation (NextGen) 911.

In 2022's budget, the PSC was granted authority to create and hire three (3) new call-taking positions that would answer non-emergency calls, which will help in reducing up to 59% of call volume currently taken by Communicators. Reallocating this Communicator position will not place an undue burden on existing staff. This position would be essential in providing improved training to staff to assist in gaining efficiency with frontline staff, improving communication to assist in reducing aversion to change and improve retention by providing a greater emphasis on the value PSC's frontline staff are.

Position #0679 – Communicator 1.0 FTE (G16 Classification) would be reclassified as a 1.0 FTE Communications Supervisor (M11 Classification).

THEREFORE, BE IT RESOLVED that the position reclassified as described above; position #0679 is reclassified from a 1.0 Communicator to a 1.0 Communications Supervisor.

BE IT FURTHER RESOLVED that position #0679 be approved to fill.