

## RESOLUTION NO. 2018-48

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF BRENTWOOD MODIFYING THE POLICE DISPATCHER CLASSIFICATION, JOB DESCRIPTION, AND SALARY RANGE; ESTABLISHING THE DEVELOPMENT SERVICES MANAGER CLASSIFICATION, JOB DESCRIPTION, AND SALARY RANGE; AMENDING THE PAY SCHEDULE TO REFLECT THE POLICE DISPATCHER I, POLICE DISPATCHER II, AND DEVELOPMENT SERVICES MANAGER SALARY RANGES AS DESCRIBED IN EXHIBIT A & B; AND AUTHORIZING THE CITY MANAGER TO IMPLEMENT THE POLICE DISPATCHER I, POLICE DISPATCHER II, AND DEVELOPMENT SERVICES MANAGER CLASSIFICATIONS, JOB DESCRIPTIONS, AND SALARY RANGES**

**WHEREAS**, on June 23, 2015, City Council approved Resolution 2015-93, amending the FY 2015/16 Operating Budget which included projected operating costs of the planned Police Dispatch Center; and

**WHEREAS**, on July 28, 2015, City Council approved Resolution 2015-111, establishing classifications, job descriptions, salary ranges and benefits for Police Dispatcher and Police Dispatch Supervisor classifications and authorizing the City Manager to hire staff necessary to operate the Police Dispatch Center; and

**WHEREAS**, on June 27, 2017, City Council approved Resolution 2017-94, amending the 2016/2017 and 2017/2018 operating budgets which included funding the Development Services Manager position; and

**WHEREAS**, staff is requesting approval of the modifications to the Police Dispatcher classification, job description, and salary range; and

**WHEREAS**, staff is requesting approval of the Development Services Manager classification, job description, and salary range; and

**WHEREAS**, staff has met and conferred with the Brentwood Employees' Association/Miscellaneous Office Division bargaining unit over the modifications to the Police Dispatcher classification, job description, and salary range, and the bargaining unit concurs; and

**WHEREAS**, staff has met and conferred with the Brentwood Managers and Confidential Employees' bargaining unit over the creation of the Development Services Manager classification, job description, and salary range, and the bargaining unit concurs.


**NOW, THEREFORE BE IT RESOLVED** that the City Council of the City of Brentwood does hereby:

1. Modify the Police Dispatcher classification, job description, and salary range, as reflected in Exhibit A.
2. Establish the Development Services Manager classification, job description, and salary range, as reflected in Exhibit B.

3. Amend the Pay Schedule to reflect the Police Dispatcher I, Police Dispatcher II, and Development Services Manager salary ranges, as described in Exhibit A and B.
4. Authorize the City Manager to implement the Police Dispatcher I, Police Dispatcher II, and Development Services Manager classifications, job descriptions, and salary ranges.

**PASSED, APPROVED AND ADOPTED** by the City Council of the City of Brentwood at a regular meeting held on the 8<sup>th</sup> day of May, 2018 by the following vote:

<b>AYES:</b>	Bryant, Grewal, Rarey, Staton, Taylor
<b>NOES:</b>	None
<b>ABSENT:</b>	None
<b>RECUSE:</b>	None

  
Robert Taylor  
Mayor

ATTEST:

  
Margaret Wimberly, MMC  
City Clerk



EXHIBIT A  
Track Changes



CITY OF BRENTWOOD, CA  
Established Date: Jul 1, 2015  
Revision Date: Nov 15, 2017  
DRAFT Revision: April 2018

**POLICE DISPATCHER ~~I/II (LATERAL)~~**

Bargaining Unit:  
Brentwood Employees' Association  
Misc Office Division

Class Code:  
099

**POLICE DISPATCHER I**  
**SALARY RANGE**

\$30.47 - \$37.04 Hourly  
\$2,640.73 - \$3,209.83 Semi-Monthly  
\$5,281.47 - \$6,419.66 Monthly  
\$63,377.64 - \$77,035.92 Annually

**POLICE DISPATCHER II**  
**SALARY RANGE**

\$33.61 - \$40.86 Hourly  
\$2,913.02 - \$3,540.80 Semi-Monthly  
\$5,826.04 - \$7,081.59 Monthly  
\$69,912.48 - \$84,979.08 Annually

**DESCRIPTION & CHARACTERISTICS:**

~~Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.~~

**SUMMARY DESCRIPTION**

Under general supervision, Police Dispatchers perform ~~the full range of~~ operational duties required in dispatching law enforcement personnel and equipment. Police Dispatchers answer 9-1-1, emergency, and non-emergency calls; interview callers to determine nature and priority of each call; and transmit messages via radio, data terminals, and phone. The Brentwood Police Dispatch Center operates on a 7-day, 24-hour basis and Police Dispatchers are required to work a variety of schedules including nights, weekends, and holidays.

**IDENTIFYING CHARACTERISTICS**

~~The Police Dispatcher I is the This is the entry-level classification and the Police Dispatcher II is the and journey-level position in the Police Dispatch series, performing routine and complex law enforcement dispatching duties while following City and Police Department policies and procedures. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods than positions allocated to higher levels in the Police Dispatch series. While completing a prescribed training program, work is supervised while in progress and changes in procedures are explained in detail. Upon completion of a prescribed training program, work is usually supervised and Police Dispatchers are expected to make sound decisions, in accordance with policies and procedures, using all available information. Advancement to the higher levels in the Police Dispatch series are via a competitive promotional processes. The Police Dispatcher I performs the more routine tasks and duties involved in the operational and law enforcement dispatching duties while following policies and procedures typically in extended training capacity, while the Police Dispatcher II performs the full range and complex law enforcement dispatching duties. Police Dispatcher I duties and responsibilities are assigned progressively, to a greater level of independence and~~

~~range of duties designed to prepare employees for successful promotion to the Police Dispatcher II level. Incumbents in both classifications receive supervision from the Police Dispatch Supervisor(s) and direction and technical instruction from higher-level staff. Police Dispatcher I duties and responsibilities are assigned progressively, to a greater level of independence and range of duties designed to prepare employees for successful promotion to the Police Dispatcher II level. The Police Dispatcher I and II classification series is flexibly staffed.~~

#### **DUTIES & RESPONSIBILITIES:**

~~The following list of duties are representative of this classification. Police Dispatchers may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address Department needs and changing practices. is intended to describe the various types of work that may be performed and is not intended to be an all-inclusive list of duties.~~

1. Represents the City of Brentwood and the Brentwood Police Department in a courteous and professional manner.
2. Answers 9-1-1, emergency, and non-emergency calls; interviews callers to determine the nature, priority, and appropriate response or action for each call.
3. Enters, updates, and processes calls for service in a computer aided dispatch system efficiently and accurately.
4. Dispatches appropriate units via radio and Mobile Data Computers (MDCs) in accordance with established procedures.
5. Receives field-initiated requests for emergency and non~~2~~-emergency assistance; provides assistance, information, and referrals appropriately.
6. Tracks and maintains current status of field units.
7. Enters, updates, and retrieves information from local, state, and national databases relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, etc.
8. Coordinates emergency incidents or calls for service, relaying information and assistance requests involving other public safety entities.
9. Maintains records of all communications in accordance with Department policy and procedure.
- ~~10. Performs a variety of additional duties related to law enforcement dispatch activities. Performs related duties as required.~~

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#### **QUALIFICATIONS:**

~~The following generally describes the knowledge and ability required to enter the job and/or be learned in a Department prescribed training program in order to successfully perform the assigned duties.~~

##### **Knowledge of:**

- ~~•~~ Customer service principles and practices.
- ~~•~~ Techniques, policies, methods, terminology, and procedures used in the operation of a modern law enforcement dispatch center. Law enforcement agency procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents. General law enforcement and related public safety agencies providing emergency services within the City of Brentwood and Contra Costa County.
- ~~•~~ Methods and techniques of proper phone etiquette.
- ~~•~~ Modern office procedures, methods, and equipment including computers.
- ~~•~~ English usage, grammar, and spelling.

##### **Ability to:**

- ~~•~~ Establish and maintain effective working relationships with the public, co-workers, supervisors, and inter- and intra- agency personnel.



- Successfully complete a prescribed **City of Brentwood** training program.
- Act quickly with resourcefulness, courtesy, and initiative.
- **Simultaneously** perform multiple tasks **under steady pressure, high stress, with frequent interruptions and a high degree of public and officer contact at one time.**
- **Courteously respond to community issues, concerns, and needs** ~~Communicate effectively~~ with callers who may be injured, hysterical, or angry.
- **Follow direction and** ~~C~~communicate clearly and concisely, both orally and in writing. ~~Work under steady pressure, high stress, with frequent interruptions and a high degree of public and officer contact.~~
- ~~Accomplish tasks in a controlled and competent manner while working under stress.~~ Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
- Operate law enforcement computer systems, radio consoles, enhanced 9-1-1 telephone systems, and other associated public safety dispatch equipment.
- Type and enter data accurately and at a speed necessary for successful job performance.
- Understand the organization, operation, and services of the City, Police Department, and outside agencies as necessary to assume assigned responsibilities.
- ~~Follow oral and written direction and instruction. Understand, interpret, and apply general City and departmental policies and procedures. Courteously respond to community issues, concerns, and needs.~~ Use applicable law enforcement terminology and procedures.
- ~~Pass a comprehensive law enforcement background investigation. Testify in court.~~

~~Read, write, spell, and speak English in a clear and concise manner.~~

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

Equivalent to the completion of the twelfth grade, and

~~Must successfully complete a Police Department prescribed training course.~~

**Experience:**

One year of full time clerical experience involving heavy public contact while performing multiple tasks.

~~work experience that demonstrates a general aptitude for working in a highly automated, stressful, multi-tasking environment. Completion of the California POST Public Safety Dispatchers' Basic course within the past 12 months may be substituted for one year of experience.~~

**License/Certificate:**

- Successful completion of the California Peace Officers Standards and Training (POST) Public Safety Dispatcher Basic Course is required within 12 months of hire, and is a condition of passing probation.
  - Possession of a typing certificate verifying the ability to accurately type a minimum of 45 wpm.
- ~~Possession of, or ability to obtain, an appropriate driver's license may be required for some positions. Completion of Department of Justice Telecommunications training for full access operator and the California POST Public Safety Dispatchers' Basic Course may be required.~~

**Other Requirements:**

- Must be at least eighteen (18) years of age.
- ~~Must be and be available to work any shift, holidays, and weekends.~~
- Must be able to pass a comprehensive law enforcement background check.

In addition to these qualifications a Police Dispatcher II must also possess:

**Knowledge of:**

- Techniques, policies, methods, terminology, and procedures used in the operation of a modern law enforcement dispatch center.

- Law enforcement agency procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.

**Experience:**

Two years of full time experience as a Police Dispatcher with a law enforcement agency equivalent to the City of Brentwood's Police Dispatcher I.

**License/Certificate:**

Possession of a California Peace Officer Standard and Training (POST) Public Safety Dispatchers Certificate at time of hire.

**PHYSICAL DEMANDS & WORKING ENVIRONMENT**

**CLASS SPEC TITLE 6:**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate dispatch equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** Police Dispatchers must see in the normal visual range with or without correction.

**Hearing:** Police Dispatchers must hear in the normal audio range with or without correction.

**Working Conditions:** The Police Dispatcher Center is operational 24 hours per day, 7 days per week, and 365 days per year. Incumbents are required to work irregular shifts, holidays, and weekends.



**EXHIBIT A****Final Version**

CITY OF BRENTWOOD, CA  
 Established Date: Jul 1, 2015  
 Revision Date: May 8, 2018 DRAFT

**POLICE DISPATCHER I/II**

Bargaining Unit:  
 Brentwood Employees' Association  
 Misc Office Division

Class Code:  
 099

**POLICE DISPATCHER I**  
**SALARY RANGE**

\$30.47 - \$37.04 Hourly  
 \$2,640.73 - \$3,209.83 Semi-Monthly  
 \$5,281.47 - \$6,419.66 Monthly  
 \$63,377.64 - \$77,035.92 Annually

**POLICE DISPATCHER II**  
**SALARY RANGE**

\$33.61 - \$40.86 Hourly  
 \$2,913.02 - \$3,540.80 Semi-Monthly  
 \$5,826.04 - \$7,081.59 Monthly  
 \$69,912.48 - \$84,979.08 Annually

**SUMMARY DESCRIPTION**

Under general supervision, Police Dispatchers perform operational duties required in dispatching law enforcement personnel and equipment. Police Dispatchers answer 9-1-1, emergency, and non-emergency calls; interview callers to determine nature and priority of each call; and transmit messages via radio, data terminals, and phone. The Brentwood Police Dispatch Center operates on a 7-day, 24-hour basis and Police Dispatchers are required to work a variety of schedules including nights, weekends, and holidays.

**IDENTIFYING CHARACTERISTICS**

The Police Dispatcher I is the entry-level classification and the Police Dispatcher II is the journey-level position in the Police Dispatch series. The Police Dispatcher I performs more routine tasks and duties involved in the operational and law enforcement dispatching duties while following policies and procedures typically in extended training capacity, while the Police Dispatcher II performs the full range and complex law enforcement dispatching duties. Police Dispatcher I duties and responsibilities are assigned progressively, to a greater level of independence and range of duties designed to prepare employees for successful promotion to the Police Dispatcher II level. Incumbents in both classifications receive supervision from the Police Dispatch Supervisor(s) and direction and technical instruction from higher-level staff. The Police Dispatcher I and II classification series is flexibly staffed.

**DUTIES & RESPONSIBILITIES:**

The following list of duties is intended to describe the various types of work that may be performed and is not intended to be an all-inclusive list of duties.

1. Represents the City of Brentwood and the Brentwood Police Department in a courteous and professional manner.

2. Answers 9-1-1, emergency, and non-emergency calls; interviews callers to determine the nature, priority, and appropriate response or action for each call.
3. Enters, updates, and processes calls for service in a computer aided dispatch system efficiently and accurately.
4. Dispatches appropriate units via radio and Mobile Data Computers (MDCs) in accordance with established procedures.
5. Receives field-initiated requests for emergency and non-emergency assistance; provides assistance, information, and referrals appropriately.
6. Tracks and maintains current status of field units.
7. Enters, updates, and retrieves information from local, state, and national databases relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, etc.
8. Coordinates emergency incidents or calls for service, relaying information and assistance requests involving other public safety entities.
9. Maintains records of all communications in accordance with Department policy and procedure.
10. Performs related duties as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Customer service principles and practices.
- General law enforcement and related public safety agencies providing emergency services within the City of Brentwood and Contra Costa County.
- Methods and techniques of proper phone etiquette.
- Modern office procedures, methods, and equipment including computers.
- English usage, grammar, and spelling.

#### **Ability to:**

- Establish and maintain effective working relationships with the public, co-workers, supervisors, and inter- and intra- agency personnel.
- Successfully complete a prescribed City of Brentwood training program.
- Act quickly with resourcefulness, courtesy, and initiative.
- Simultaneously perform multiple tasks under steady pressure, high stress, with frequent interruptions and a high degree of public and officer contact.
- Courteously respond to community issues, concerns, and needs with callers who may be injured, hysterical, or angry.
- Follow direction and communicate clearly and concisely, both orally and in writing.
- Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
- Operate law enforcement computer systems, radio consoles, enhanced 9-1-1 telephone systems, and other associated public safety dispatch equipment.
- Type and enter data accurately and at a speed necessary for successful job performance.
- Understand the organization, operation, and services of the City, Police Department, and outside agencies as necessary to assume assigned responsibilities.
- Use applicable law enforcement terminology and procedures.
- Testify in court.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Education/Training:**

Equivalent to the completion of the twelfth grade, and

#### **Experience:**

One year of full time clerical experience involving heavy public contact while performing multiple tasks.



**License/Certificate:**

- Successful completion of the California Peace Officers Standards and Training (POST) Public Safety Dispatcher Basic Course is required within 12 months of hire, and is a condition of passing probation.
- Possession of a typing certificate verifying the ability to accurately type a minimum of 45 wpm.

**Other Requirements:**

- Must be at least eighteen (18) years of age.
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- Must be able to pass a comprehensive law enforcement background check.

In addition to these qualifications a Police Dispatcher II must also possess:

**Knowledge of:**

- Techniques, policies, methods, terminology, and procedures used in the operation of a modern law enforcement dispatch center.
- Law enforcement agency procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.

**Experience:**

Two years of full time experience as a Police Dispatcher with a law enforcement agency equivalent to the City of Brentwood's Police Dispatcher I.

**License/Certificate:**

Possession of a California Peace Officer Standard and Training (POST) Public Safety Dispatchers Certificate at time of hire.

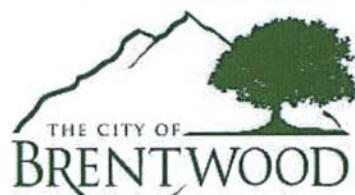
**PHYSICAL DEMANDS & WORKING ENVIRONMENT**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate dispatch equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** Police Dispatchers must see in the normal visual range with or without correction.

**Hearing:** Police Dispatchers must hear in the normal audio range with or without correction.

**Working Conditions:** The Police Dispatcher Center is operational 24 hours per day, 7 days per week, and 365 days per year. Incumbents are required to work irregular shifts, holidays, and weekends.

**EXHIBIT B**

CITY OF BRENTWOOD, CA  
Established Date: XXXX

**DEVELOPMENT SERVICES MANAGER**

Bargaining Unit Managers and  
Confidential Employees' Unit

Class Code:  
XXXX

**SALARY RANGE**

\$58.45 - \$71.05 Hourly  
\$5,066.08 - \$6,157.85 Semi-Monthly  
\$10,132.16 - \$12,315.70 Monthly  
\$121,585.92 - \$147,788.40 Annually

**SUMMARY DESCRIPTION**

Under administrative direction of the Community Development Director, directs, manages, supervises, and coordinates the activities and operations of the Development Services Division within the Community Development Department including current and advanced permit services and activities; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative and management support to the Director of Community Development.

**CLASSIFICATION CHARACTERISTICS**

The Development Services Manager is considered a Division Manager with responsibility for the management of a Division that includes several line areas/sections or functional work groups of significant depth and complexity requiring leadership and management skills. Responsibilities include the management of the Permit Center; acting as a liaison for complex projects spanning multiple departments and divisions; overall administration and implementation of a Division including development of Division objectives and design and implementation of supporting units, programs, processes, policies, and/or procedures to successfully achieve those objectives. A Division Manager is also responsible for the development, administration, and control of the associated budget(s). Incumbents receive general direction from the Director of Community Development and exercises direct and indirect supervision over lower-level staff. This classification is distinguished from the Director of Community Development in that the latter has overall management responsibility for the department.

**DUTIES & RESPONSIBILITIES**

The following list of duties is intended to describe the various types of work that may be performed and is not intended to be an all-inclusive list of duties.

1. Plans, assigns, reviews, and supervises the work of the Division; assists in selection of assigned staff, trains, evaluates, and manages employee training and development; and recommends disciplinary actions as appropriate.
2. Identifies, develops, and directs the implementation of priorities, goals, objectives, policies, procedures, and work standards for the Division; reviews and evaluates the quality, effectiveness, and efficiency in the delivery of services, work flow, and Division organization; identifies and implements solutions, methods, systems, or best practice for improvement.
3. Monitors and reviews the operations of the Division for compliance and adherence to State and



Federal standards and regulations, as well as consistency with departmental goals, policies, and procedures.

4. Manages, monitors, and approves the Division's fiscal and budget responsibilities, including the forecasting of funds required for personnel, equipment, materials, and supplies.
5. Collaborates with staff, outside agencies, developers, engineers, architects, and other individuals in the coordination and delivery of services.
6. Manages the implementation, maintenance, improvements, and use of the City's permit tracking and monitoring system.
7. Oversees the plan review process, special plan check services, and calculation and collection of development fees.
8. Performs related duties as required.

#### **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

##### **Knowledge of:**

- Principles and practices of effective employee supervision including selection, training, evaluation, discipline, motivation, team building, and employee development programs.
- Current Federal, State, and local laws and regulations governing building and safety codes, zoning ordinances, general land use codes and General Plan policies.
- Modern principles, practices, and methods used in permit and inspection process; plan checking; case management and permit tracking systems.
- Principles and practices of governmental budget preparation and administration.
- Program planning and evaluation techniques, including research methodologies, forecasting, and statistical analysis.

##### **Ability to:**

- Select, plan, organize, assign, direct, review and evaluate the work of assigned staff and provide training for their professional development.
- Establish and coordinate program services, policies, and procedures to ensure compliance with federal, state, and local regulations, and best practices.
- Analyze problems, identify alternative solutions, determine consequences of proposed actions, and implement recommendations in support of goals.
- Read and interpret building plans, specifications, and codes; examine and correct building plans, calculations, and specifications in a rapid, uniform, and accurate manner.
- Understand, interpret, explain, and enforce provisions of General Plan policies, zoning ordinances, and building and safety codes to developers, contractors, and the general public.
- Prepare and deliver clear and concise oral and written reports, and other written correspondence.
- Establish and maintain collaborative working relationships with staff, other agencies, clients, and members of the public.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### **Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in public administration, business, construction management, planning, architecture, engineering or a related

field.

**Experience:**

Five years of increasingly responsible experience in permit processing, planning, zoning, plan checking, building inspection, or engineering work of which at least two years involved management or supervisory responsibility.

**License or Certificate:**

Possession of a California Driver's License with a satisfactory driving record.

**PHYSICAL DEMANDS & WORKING ENVIRONMENT**

The conditions herein 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 job functions.

**Environment:**

Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

**Physical:**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.