



DATE: March 27, 2025

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: Review Revisions to the Job Descriptions for Call Taker, Communications Operator, Communications Supervisor, and Communications Administrator and Adopt Revisions to the Classification Plan

RECOMMENDATION

That the Personnel Commission reviews and approves the proposed revisions to the Call Taker, Communications Operator, Communications Supervisor, and Communications Administrator classifications and adopt the revised classifications into the City's Classification Plan.

SUMMARY

The revisions to these classifications are designed to modernize job titles, clarify responsibilities, and align job descriptions with current industry standards and operational needs. These updates also ensure consistency in terminology across job classifications while maintaining clear career growth pathways. The changes were developed in collaboration with subject matter experts from the Police Department and Human Resources and have been reviewed and have been mutually agreed upon by the respective unions.

BACKGROUND/DISCUSSION

In addition to adopting and approving the City's Classification Plan, the Personnel Commission reviews job descriptions to ensure that employment standards are job-related. The City utilizes a standard format when creating and revising job descriptions. The Human Resources Department reviews all job descriptions with the respective operating departments, updates each to align with the City's Classification Plan, and ensures the department's needs are included prior to recruitment.

The Hayward Police Department's Communications Center plays a critical role in public safety operations, serving as the first point of contact for emergency and non-emergency services. The dispatch team is responsible for handling emergency calls, coordinating first responders, and ensuring timely communication between public safety personnel and the community.

Following a comprehensive review, the City has proposed the following updates to the Public Safety classifications to ensure that job specifications reflect current practices and provide clear career pathways for employees.

Revisions to existing classification: Call Taker (C633)

The title has been updated from Call Taker to Public Safety Call Taker and reflects its function within emergency response operations. The revised job description places greater emphasis on call intake, information gathering, and proficiency with the City's computer-aided dispatch (CAD) system. Supervision structure clarifications have been incorporated, stating that employees receive direct supervision from the Public Safety Dispatch Supervisor and may also receive guidance from the on-duty watch commander. The minimum qualifications, including the requirement of one year of public contact experience and a high school diploma, remain unchanged.

Revisions to existing classification: Communications Operator (C635)

The Communications Operator classification will be retitled to Public Safety Dispatcher and has been revised to align with industry standards and ensure consistency in terminology across public safety agencies. The updated title more accurately reflects the role's responsibilities in emergency call handling, CAD system operations, and interagency coordination. The revised job description includes updates to clarify that employees receive technical and functional supervision from the Senior Public Safety Dispatcher and general supervision from the Public Safety Dispatch Supervisor. The training and qualification requirements remain the same, including the requirement that employees complete the California POST Basic Public Safety Dispatcher Course Certification within one year of hire.

Revisions to existing classification: Communications Supervisor (C645)

Communications Supervisor updates include a retitle to Public Safety Dispatch Supervisor and revisions to better reflect the leadership role within the dispatch unit. The job title was revised to align with industry standards and maintain consistency across the public safety dispatch series. Additionally, the requirement for completion of the California Commission on Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Course Certification within one year of hire has been clarified to ensure compliance with state regulations. The revised job description explicitly outlines responsibilities for personnel scheduling, performance evaluations, and operational leadership within the Communications Center. The supervision structure has been clarified, stating that the Public Safety Dispatch Supervisor reports to the Communications Administrator and, in their absence, may receive supervision from the on-duty watch commander. The updates also emphasize the role's responsibility in ensuring compliance with policies, coordinating with other public safety agencies, and assisting in the development and implementation of new procedures and training programs.

Revisions to existing classification: Communications Administrator (H435) The Communications Administrator job description has been updated to reflect changes in the Supervision Received section and to align with recent title updates within the dispatch series. The supervision structure has been clarified, specifying that the Communications Administrator reports to a Police Captain, ensuring consistency with the City's organizational framework. Additionally, references to the Communications Supervisor have been updated to the new title, Public Safety Dispatch Supervisor, to maintain consistency across all public safety dispatch classifications. These updates ensure that the job description accurately reflects the reporting structure and maintains alignment with industry-standard terminology.

Overall, the proposed updates ensure that job titles, responsibilities, and qualifications remain aligned with industry standards and operational needs. These revisions clarify reporting structures, reinforce leadership roles, and maintain consistency within the public safety dispatch series. By modernizing these classifications, the City of Hayward aims to enhance efficiency within the Communications

Center, provide clear career progression for employees, and uphold best practices in emergency response and dispatch operations.

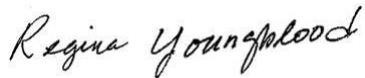
STRATEGIC ROADMAP

This agenda item supports the City Council’s Strategic Roadmap initiative of Strengthening Organizational Health by allowing for strategic repositioning and structure of the City’s Classification Plan to address operational needs.

Prepared by: Samantha Kevorkian, Human Resources Analyst I

Recommended by: Ian Tecson, Deputy Director of Human Resources
Brittney Frye, Director of Human Resources

Approved by: Regina Youngblood, Assistant City Manager



Regina Youngblood, Assistant City Manager