



DATE: September 15, 2022

TO: Personnel Commission

FROM: Acting Deputy Director of Human Resources

SUBJECT: Abolish the Communications Operator Employment Roster (Eligible List)

RECOMMENDATION

That the Personnel Commission reviews and approves the future abolishment of the employment register (eligible list) for Communications Operator.

SUMMARY

The City expects to establish an eligible list for Communications Operator in October 2022. The City seeks advance approval to abolish the eligible list once all candidates are considered and all viable candidates have been selected so a new Communications Operator eligible list can be established following a new recruitment process.

BACKGROUND/DISCUSSION

In addition to adoption and approval of the City's Classification Plan, the Personnel Commission reviews and approves the abolishment of eligible lists once all candidates are considered and all viable candidates are selected to move forward.

The most recent Communications Operator recruitment was initiated in April 2022 and attracted eighty-seven (87) candidates to apply during a course of approximately three (3) months. Of those eighty-seven (87), seventy-seven (77) applicants met minimum qualifications and were invited to participate in the pre-background questionnaire; ten (10) applicants failed the review, while twenty-five (25) did not complete the survey, eliminating themselves from the recruitment process. This resulted in only nineteen (19) scheduled to take the Peace Officer Standards and Training (POST) Dispatcher examination on August 31, 2022. Successful completion of all the recruitment steps listed above along with a typing test projected for late September and an oral panel planned for early October would lead to placement onto the eligible list. Since the POST Dispatch exam will not take place prior to the completion of this report, we cannot say with certainty but can project that about less than half of the candidates that will take the POST exam will receive a passing score with an even fewer will be invited to an oral panel based on past recruitments.

While eighty-seven (87) applicants seem like a significant number, recruitments for Communication Operators used to attract more than 250 applicants during a three-month posting period. To improve staffing needs for an already hard-to-fill position, we are requesting the exhaustion of the Communications Operator eligible list that is expected to be established in early October 2022.

We are requesting to exhaust the list in advance so we can move quickly to establish a new list once all eligible candidates have been considered from the October 2022 list. Human Resources will be working with Hayward Police Department to improve and tighten our recruitment process before opening a new recruitment for the position.

If the exhaustion of the eligible list is approved, we hope our improved recruitment process along with our recently approved hiring bonus program for the Communications Unit will attract a highly qualified pool of applicants.

FISCAL IMPACT

There are no fiscal impacts associated with the abolishment of this eligible list.

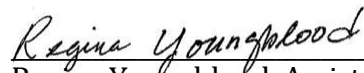
STRATEGIC ROADMAP

N/A

Prepared by: Janice Cahee, Human Resources Analyst II

Recommended by: Kakshi Master, Acting Deputy Director of Human Resources

Approved by:



Regina Youngblood, Assistant City Manager