

**CITY OF SAN MATEO
RESOLUTION NO. __ (2024)**

**APPROVING THE CLASSIFICATION UPDATES IN THE POLICE DEPARTMENT,
HUMAN RESOURCES DEPARTMENT AND PARKS AND RECREATION DEPARTMENT,
AND THE POLICE OFFICERS ASSOCIATION AND MANAGEMENT ASSOCIATION
LETTERS OF UNDERSTANDING**

WHEREAS, pursuant to the San Mateo Municipal Code Section 2.57.030(d), approval of new classifications and related job specifications, salary schedules, compensation changes, elimination or reinstatement of positions, reallocation of positions, reclassifications, and revisions of job specifications must be approved by City Council Resolution; and

WHEREAS, the proposed changes as detailed below are in response to the departments' requests for classification updates to meet their staffing needs, increase program efficiency, improve staff retention, promote advancement, provide mentorship and cross-training opportunities, and to reflect the scope of the duties and responsibilities of the positions more accurately.

WHEREAS, the proposed job specifications for the classifications of Human Resources Information Systems Analyst I-II and Senior Dispatcher are attached hereto as Exhibit A; the proposed salary range for the classification of Human Resources Information Systems Analyst I-II is attached hereto as Exhibit B; and the Police Officers Association and Management Association Letters of Understanding are attached hereto as Exhibit C; and all exhibits are incorporated by reference; and

WHEREAS, the employee associations representing the impacted classifications have been informed of the classification updates and have not brought forth any objections or concerns.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SAN MATEO, CALIFORNIA, HEREBY RESOLVES that:

1. The classification updates are not subject to California Environmental Quality Act (CEQA Guidelines Section 15061(b)(3)) because it can be seen with certainty that they will not cause a physical change in the environment; and
2. The reallocation of two vacant Dispatcher positions to two Senior Dispatcher positions, one Administrative Assistant position and one Senior Accounting Assistant position to two Administrative Technician positions; and
3. The job specifications for the classifications of Human Resources Information Systems Analyst I-II and Senior Dispatcher attached hereto as Exhibit A; and
4. The salary range for the classification of Human Resources Information Systems Analyst I-II attached hereto as Exhibit B; and
5. The Police Officers Association and Management Association Letters of Understanding attached hereto as Exhibit C; and

6. The elimination of 1.00 vacant Lead Teacher position in Parks and Recreation to increase two .75 Lead Teacher positions to two 1.00 FTE positions are approved.



HUMAN RESOURCES INFORMATION SYSTEMS ANALYST I HUMAN RESOURCES INFORMATION SYSTEMS ANALYST II

DEFINITION

To provide professional Human Resources Information Systems analysis within an operating department; to document and analyze business needs, including those that involve information technology. This may include documenting existing procedures and business requirements, developing new processes, and designing new solutions that employ technology. Human Resources Information Systems Analysts also ensure the successful implementation of new technologies in partnership with City IT and other partners, by serving in functional lead and project management roles as needed for implementation projects.

DISTINGUISHING CHARACTERISTICS

Human Resources Information Systems Analyst I – This is the entry-level class in the Human Resources Information Systems Analyst series. This class is distinguished from the journey level by the performance of more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. It is expected the incumbents will possess either extensive operational knowledge or a fundamental knowledge of departmental activities and operational business processes, and the capabilities of information technology as well as analytical methods to improve operations.

Human Resources Information Systems Analyst II – This is the full journey professional level class in the Human Resources Information Systems Analyst series. Employees within this class are distinguished from the Human Resources Information Systems Analyst I by the performance of the full range of duties as assigned including difficult or complex work. As incumbents gain skill and experience, they are expected to work with greater independence on more varied assignments and must apply breadth and depth of knowledge in departmental activities and operational business processes, how they relate to information technology, and in business analysis. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

Human Resources Information Systems Analyst I

Receives general supervision from assigned management or supervisory personnel.

May exercise technical and functional supervision over administrative support personnel.

Human Resources Information Systems Analyst II

Receives direction from assigned management or supervisory personnel.

May exercise technical and functional supervision over lower-level professional, technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage the HRIS program area, which includes collaborating with key IT and Finance teammates to maintain the HRIS database, software and systems that maintain employee data.

Serve as the HR lead in the implementation of HRIS system including departmental user coordination, implementation of test plans, and testing of business and functional processes throughout system implementation. Participate in defining requirements, design, implementation, and validation of the HR business requirements in the HRIS system.

Provide responsive system, process, and technical support (in conjunction with IT and Finance teammates) to department staff and City staff end users to troubleshoot and resolve HRIS system issues and errors or workflow issues between HRIS modules.

Assist in identifying potential and required changes to business practices and procedures with the implementation of the HRIS system; analyze and determine how existing jobs and workflow will change; define strategies for the transition from old to new procedures, where necessary.

Plan for, and coordinate activities around the conversion from legacy system and the implementation / ongoing maintenance of the HRIS system.

Understand and maintain integrations and secured data exchange between HRIS system and other internal applications and external vendors or service providers.

Collect HR reporting requirements from HR staff and other departments, implementing requested changes or creating new reports when necessary.

Document HR business processes with details and maintain documentation as necessary to stay current with changing policies, regulations, or business needs.

Develop project plans for defining and maintaining HRIS workflows. Evaluate, recommend and implement improvements to existing processes, configurations, documentation and reporting.

Coordinate, maintain, implement and enhance HR systems in conjunction with user areas, and information systems.

Test and report the results to staff during system upgrades; evaluates impacts and results of modifying applications and installing system upgrades.

Modifies or updates application data, tables and reports during upgrade or conversion process from one system release to another.

Audits and reviews the accuracy of employee data maintained in reports, systems or files.
Formats ad-hoc queries and reports based on customer requests or project needs.
Plan, develop, administer and coordinate HRIS systems training.

Respond to requests for information and assistance with the HRIS system, and process various system transactions.

Represent HR interests and concerns in HRIS systems discussions and decisions, coordinating with the interested HR stakeholders and leadership when necessary.

Track problems and requests for HRIS system enhancements and make system enhancement recommendations as required.

Update HR internal and external websites.

Act as Records Coordinator for Human Resources.

Manage the HR electronic document filing system (Laserfiche).

Prepare and maintain project plans, budgets and work plans, as required.

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.

MINIMUM QUALIFICATIONS

Human Resources Information Systems Analyst I

Knowledge of:

General principles of business operations and methods, and assigned business unit's operations.

Familiarity with software applications that target the departmental business needs, and with current principles and practices of information technology.

Verbal and written presentation techniques and practices.

Principles and practices of good customer service.

Principles and practices of work safety.

Ability to:

Work independently and as a cooperative, contributing member of a team.

On a continuous basis, sit at desk and in meetings for long periods of time.

Learn process analysis, testing, and troubleshooting/problem solving.

Learn to create flowcharts and prepare technical reports.

Assist in the development of operating procedures.

Learn to analyze data, work methods, procedures, and operational needs and recommend appropriate solutions.

Learn to diagnose and develop logical, reliable solutions to problems with applications, communications and initiate corrective action.

Sufficiently comprehend technical information on computer products and systems to be able to work collaboratively with City IT (technical staff)

Write procedures and documentation for problems, solutions and standards.

Maintain the confidentiality of information.

Communicate technical issues to individuals with varying degrees of computer familiarity.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a respectful, tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of general human resources or business operations experience, preferably involving information systems and administration.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in human resources, information systems, business management, accounting, finance, or a related field.

License or Certificate:

Possession of, or ability to obtain, a valid California drivers' license.

Human Resources Information Systems Analyst II

In addition to the qualifications for the Human Resources Information Systems Analyst I:

Knowledge of:

Process analysis, testing, and troubleshooting/problem solving.

Principles of organizational behavior and change management.

Principles and practices of project management and workflow analysis.

Trends and current developments in technology as it relates to business functions and operations.

Current computer equipment, procedures, applications and systems.

Ability to:

Analyze and diagnose complex business process, operational, and software problems and help determine effective technological solutions.

Train others in the application and use of software.

Analyze, develop, document and train effective operating procedures and methods targeted towards greater quality of work product and efficiency.

Organize and manage multiple complex projects and priorities and perform a variety of work assignments effectively.

Create flow-charts and prepare complex technical reports.

Independently analyze data, work methods, procedures, and operational needs and help develop appropriate solutions.

Diagnose and develop logical, reliable solutions to problems with applications, communications and initiate corrective action.

Prepare effective oral and written presentations.

Lead teams and groups in discussions and meetings to reach consensus regarding technological solutions.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience performing duties similar to that of a Human Resources Information Systems Analyst I with the City of San Mateo.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in human resources, information systems, business management, accounting, finance, or a related field.

ADA Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment.

ADOPTED CC:	12-09-24
REVISED CC:	
FORMER TITLES:	
BARGAINING UNIT:	MANAGEMENT UNIT
FLSA:	HRIS ANALYST I – NON-EXEMPT HRIS ANALYST II - EXEMPT
PERFORMANCE APPRAISAL:	MANAGEMENT
DOT:	NO
PRE APPT MEDICAL:	NO
SAFETY SENSITIVE:	NO
REQUIRED HARASSMENT PREVENTION TRAINING:	SUPERVISORY
FORM 700:	YES
JOB CODES:	HRIS ANALYST I – 2104 HRIS ANALYST II - 2107
ABOLISHED:	



SENIOR DISPATCHER

DEFINITION

To perform all duties of a public safety dispatcher and to provide shift supervision over public safety dispatch; to provide support for Dispatch operations including training, scheduling, tape requests, and alarm billing; to participate in all dispatch operations using a computer aided dispatch system; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Dispatcher series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including the performance of all dispatching duties in conjunction with the supervision of a public safety dispatch shift and the training and scheduling of subordinate dispatchers. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and direction from Dispatch Supervisor or higher-level

personnel. Exercises technical and functional supervision over lower-level staff.

EXAMPLES OF DUTIES - Depending upon assignment, duties may include, but are not limited to, the following:

Supervise and perform the activities of the public safety dispatcher in the public safety dispatch center on an assigned shift; assist dispatchers in emergency situations.

Provide on-the-job and formalized training to employees regarding departmental procedures and use of dispatch equipment; prepare and maintain procedure manuals and other training materials.

Assist Dispatch Supervisor in selecting and evaluating employees, investigate and prepare reports on compliments and complaints regarding employee performance.

Assign qualified personnel to train new employees in police dispatching; monitor the progress of new employees.

Process emergency calls from the public requesting police, fire, medical or other emergency services within a number of local jurisdictions on computer aided dispatch terminal.

Determine nature, location, and priority of emergency; coordinate response of police, fire, ambulance, or other emergency units through computer aided mobile data terminals in accordance with established procedures.

Maintain radio contact with all units on assignment; maintain status and location of police field units using computer status display.

Answer non-emergency calls for assistance; order tow trucks and emergency public works services or contact appropriate agency.

Supervise and coordinate emergency calls; relay information and assistance requests involving other law enforcement and fire fighting agencies.

Operate teletype machine to retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.

Contact relatives of victims of traffic collisions or crimes for identification of subjects. Contact district attorney's office, probation officers, state parole officers, police agencies and fire agencies regarding various emergency and non-emergency incidents.

Coordinate countywide roadblocks with the sheriff's department during major crime incidents, contact agencies outside the county regarding suspect information.

Perform a variety of record keeping, filing, indexing, and other general clerical work. Test and inspect equipment as required.

Extract and prepare evidentiary recordings of radio and telephone transmissions resulting in legal proceedings; may testify in court.

Compile statistics on calls received. Schedule and attend departmental meetings.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods, and computer equipment.

Standard radio or telephone communications receiving and transmitting equipment.

Geographic features and streets within the area served and other user agencies.

Uses and capabilities of City's computer aided dispatch system.

Procedures and policies pertaining to the dispatching of emergency equipment. Public safety classification codes and computer commands.

Principles of supervision, training, and performance evaluation. English usage, spelling, grammar, and punctuation.

Ability to:

Remain calm in emergencies and think and act quickly with good judgment. Exercise independent judgment and work with a minimum of supervision. Operate a sophisticated computer aided dispatch system quickly and accurately. Effectively elicit information from irate and upset citizens.

Communicate clearly and concisely, both orally and in writing. Work various shifts as assigned.

Understand and follow oral and written instructions.

Supervise, train, and evaluate assigned staff.

Operate a computerized dispatch teletype and other office equipment quickly, accurately, and, at times, concurrently.

Type at a speed necessary for adequate job performance.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Education

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years' experience performing duties comparable to those of Dispatcher in the City of San Mateo.

Education:

Equivalent to the completion of the twelfth grade.

ADA Special Requirement:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment with some ability to sit for long periods of times, twist, and reach.

ADOPTED CC:	4-12-88
REVISED CC:	9-07-88, 2-16-99, 6 21-99, 2-18-20, 12-09-24
FORMER TITLES:	
BARGAINING UNIT:	POA-NS
FLSA:	NON-EXEMPT
PERFORMANCE APPRAISAL:	
	DISPATC
HERS DOT:	NO
PRE APPT-MEDICAL:	NO
SAFETY SENSITIVE:	YES
REQUIRED HARASSMENT PREVENTION TRAINING:	
SUPERVISORY FORM 700:	NO
JOB CODES:	4557
ABOLISHED:	

Exhibit B

City of San Mateo – Merit Salary Schedule for Adoption by Council on December 9, 2024

Human Resources Information Systems Analyst I (Job Code 2104)				
<u>Steps</u>	<u>Hourly</u>	<u>Biweekly</u>	<u>Monthly</u>	<u>Annual</u>
Step 1	51.13	4,088.85	8,859.18	106,310.16
Step 2	53.45	4,274.65	9,261.75	111,141.00
Step 3	55.79	4,464.92	9,674.00	116,088.00
Step 4	58.34	4,666.30	10,110.31	121,323.72
Step 5	60.92	4,874.34	10,561.08	126,732.96

Human Resources Information Systems Analyst II (Job Code 2107)				
<u>Steps</u>	<u>Hourly</u>	<u>Biweekly</u>	<u>Monthly</u>	<u>Annual</u>
Step 1	56.21	4,497.16	9,743.85	116,926.20
Step 2	58.73	4,699.68	10,182.63	122,191.56
Step 3	61.39	4,909.95	10,638.23	127,658.76
Step 4	64.15	5,131.37	11,117.96	133,415.52
Step 5	67.05	5,365.01	11,624.18	139,490.16

LETTER OF UNDERSTANDING

Between the City of San Mateo and the San Mateo Police Officers' Association

The Memorandum of Understanding (MOU) between the San Mateo Police Officers' Association ("Association") and the City of San Mateo ("City") is effective from January 7, 2024, to midnight, January 3, 2027. This section has been updated to include a training premium for those training the Dispatch Unit that would become effective the first full pay period following Council adoption.

27.5 Training Premium

This is Special Compensation paid to employees who are routinely and consistently assigned to train employees.

Police Officers assigned as field training officers shall receive eight percent (8%) biweekly in addition to their regular pay for such duty and associated overtime.

Dispatchers assigned as lead trainers over the Dispatch Unit shall receive eight percent (8%) biweekly in addition to their regular pay for such duty and associated overtime.

Community Service Officers - in non-specialty assignments who are assigned training of field CSO's - shall receive eight percent (8%) biweekly in addition to their regular pay for such duty and associated overtime.

When the manager/supervisor responsible for the communications center assigns a non Senior Dispatcher to serve as a member of the Training Team, the employee will receive an 8% differential while training entry-level probationary Dispatchers relative to the technical dispatch duties. Dispatchers who are not part of the Training Team are not eligible to receive the differential.

San Mateo Police Officers' Association
Kevin Brazil, President

City of San Mateo
Aracelia Esparza, HR Director

Date

Date

LETTER OF UNDERSTANDING

Between the City of San Mateo and the San Mateo Management Association

Extra Shift Premium Pay

The Memorandum of Understanding (MOU) between the San Mateo Management Association (“Association”) and the City of San Mateo (“City”) is effective from April 12, 2020, to midnight, April 12, 2025. This agreement creates a new section with respect to vacant Dispatch shifts being covered by Dispatch Supervisors and the Police Technical Services Administrator. This is necessary to ensure adequate coverage for 24/7 operations of the Dispatch Unit. **The following is effective with the pay period beginning October 13, 2024.** ~~While an informal agreement has been in place since at least December 2021, this Letter of Understanding would formalize and further memorialize the Police Department’s current practices.~~

MOU Article 6.7- Extra Shift Pay

To ensure adequate coverage for the Dispatch unit, Dispatch Supervisors may be allowed to cover a vacant Dispatch shift provided no other Dispatcher has elected to cover it. If no Dispatch Supervisor elects to cover a vacant Dispatch shift, then and only then would it be offered to the Police Technical Services Administrator. This will be reviewed by the Department on a quarterly basis and the City will provide at least 30-days’ notice when this practice will end.

Dispatch ~~S~~supervisors **will be paid in accordance with the Fair Labor Standards Act (FLSA)** and the Police Technical Services Administrator will be paid at time and one-half of the regular rate of pay of a Step 5 **Dispatch Supervisor** ~~Dispatcher II~~ when covering a Dispatch shift. Such shifts shall not impact the employee’s normal work schedule. The Police Chief or designee will have absolute discretion to determine the specific shifts that qualify for this program, with no appeal rights for the employee.

~~Dispatch Supervisors and~~ **The Police Technical Services Administrator is** ~~are~~ exempt from overtime under the Fair Labor Standards Act (FLSA). Extra Shift Pay is not overtime pay, and the parties agree that this provision does not impact the member’s exempt status under the FLSA. Members shall not be entitled to overtime or compensatory time for such work.

The continuation of this provision beyond the term of the contract would need to be made by mutual agreement between the parties.

San Mateo Management Association
Kevin Kobayashi, President

City of San Mateo
Aracelia Esparza, HR Director

Date

Date